

Part II. Consumer Assistance Directory

National Consumer Organizations

These organizations define their missions as consumer assistance, protection and/or advocacy. The descriptions below are based on information they provided. The services they provide vary. Those that assist individuals with marketplace problems are specified. Otherwise, these organizations do not assist consumers with individual complaints, although many are interested in hearing from consumers about problems, issues and trends in connection with their advocacy and con-

sumer education activities. Most, though not all, develop and distribute consumer education and information materials; several are professional associations primarily or exclusively concerned with improving consumer protection or customer service; and many are engaged in advocacy of consumer interests before government, the courts and the news media. Where informational or educational materials are offered, there might be a charge; contact the organization to find out.

Alliance Against Fraud in Telemarketing (AAFT)

1701 K Street, N.W.
Suite 1200
Washington, DC 20006
202-835-3323
Fax: 202-835-3323

The alliance, coordinated by the National Consumers League, is an international coalition of public interest groups, trade associations, labor unions, businesses, law enforcement agencies, consumer reporters and consumer protection agencies. AAFT members promote cooperative educational efforts to alert potential victims to the threat of telemarketing fraud and steps consumers can take to protect themselves.

American Association of Retired Persons (AARP)

Consumer Affairs Section
601 E Street, N.W.
Washington, DC 20049
202-434-6030
Fax: 202-434-6466

AARP's Consumer Affairs Section advocates on behalf of mid-life and older consumers, develops and distributes consumer information, and educates the private sector about the specific needs of older consumers. Programs and materials on housing, insurance, funeral practices, eligibility for public benefits, financial security, transportation and consumer protection issues are developed, with special focus on the needs and problems of older consumers.

American Council on Consumer Interests (ACCI)

240 Stanley Hall
University of Missouri
Columbia, MO 65211
573-882-3817
Fax: 573-884-6571
E-mail: acci@showme.missouri.edu
Contact: Anita B. Metzen,
Executive Director

Serving the professional needs of consumer educators, researchers and policymakers, ACCI publications and educational programs foster the production, synthesis and dissemination of information in the consumer interest.

American Council on Science and Health (ACSH)

1995 Broadway, 2nd Floor
New York, NY 10023-5860
212-362-7044
Fax: 212-362-4919

A non-profit public education group, ACSH's goal is to provide up-to-date, sound information on the relationship between health and chemicals, foods, lifestyles and the environment. Booklets and special reports on a variety of topics are available, as is a quarterly magazine, *Priorities*.

Bankcard Holders of America (BHA)

524 Branch Drive
Salem, VA 24153
540-389-5445
Fax: 540-389-3020

A non-profit organization, BHA assists consumers in saving money on credit, getting out of debt and resolving credit problems. It offers lists of low-rate and secured credit cards, more than 20 guides and brochures on credit topics, including a cost/benefit guide to rebate/frequent flier programs, as well as a newsletter.

Call for Action

5272 River Road
Suite 300
Bethesda, MD 20816
301-657-8260 (network information)
Fax: 301-657-2914
TDD: 301-657-9462

Call for Action assists consumers with marketplace problems. An international non-profit hotline, Call for Action is affiliated with radio and television stations and helps consumers and small businesses through mediation of marketplace disputes. A list of the affiliated radio and television stations is available by contacting the hotline.

Center for Auto Safety (CAS)

2001 S Street, N.W., Suite 410
Washington, DC 20009
202-328-7700

CAS assists consumers with auto-related problems. CAS advocates on behalf of consumers in auto safety and quality, fuel efficiency, emissions and related issues. For advice on specific problems, CAS requests that consumers write; include a brief statement of the problem or question; year, make and model of the vehicle; and a stamped self-addressed envelope.

Center for Science in the Public Interest (CSPI)

1875 Connecticut Avenue,
N.W., Suite 300
Washington, DC 20009
202-332-9110
Fax: 202-265-4954

A non-profit, membership organization, CSPI conducts research, education and advocacy on nutrition, health, food safety and related issues, and publishes the monthly *Nutrition Action Healthletter* as well as other consumer information materials.

Citizen Action

1730 Rhode Island Avenue, N.W.
Washington, DC 20036
202-775-1580
Fax: 202-296-4054

Citizen Action works on behalf of its 3 million members and 34 state organizations on health care reform, environment, energy, transportation and civil rights issues.

Community Nutrition Institute (CNI)

910 17th Street, N.W.,
Suite 413
Washington, DC 20006
202-776-0595
Fax: 202-776-0599
E-mail: cni@digex.net

An advocate for programs and services to enable consumers to enjoy a diet that is adequate, safe and healthy, CNI also works to increase citizen participation in the state and Federal policy and administrative processes to achieve these goals. CNI publishes *Nutrition Week*, a newsletter covering nutrition and food safety issues, as well as related legislative and regulatory actions.

Congress Watch

215 Pennsylvania Avenue, S.E.
Washington, DC 20003
202-546-4996
Fax: 202-547-7392
E-mail: congresswatch@citizen.org

An arm of Public Citizen, Congress Watch works for consumer-related legislation, regulation and policies in such areas as trade, health and safety, and campaign financing, and has publications available on the issues with which it deals.

Consumer Action (CA)

116 New Montgomery,
Suite 233
San Francisco, CA 94105
415-777-9635 (consumer complaint hotline, 10 a.m.—2 p.m., PST)
Fax: 415-777-5267

Consumer Action assists consumers with marketplace problems. An education and advocacy organization specializing in credit, finance and telecommunications issues, Consumer Action offers a multi-lingual consumer complaint hotline, free information on its surveys of banks and long-distance telephone companies, and consumer education materials in as many as eight languages.

Consumer Alert

1001 Connecticut Avenue,
N.W., Suite 1128
Washington, DC 20036
202-467-5809
Fax: 202-467-5814
E-mail: calert@his.com

Consumer Alert is a non-profit, membership organization whose mission is to inform the public about the consumer benefits of competitive enterprise, advancing competition as the best regulator of business. A bimonthly newsletter and other materials are available.

Consumer Federation of America (CFA)

1424 16th Street, N.W.,
Suite 604
Washington, DC 20036
202-387-6121
Fax: 202-265-7989

Made up of more than 240 organizations representing a membership exceeding 50 million consumers, CFA is a consumer advocacy and education organization. Issues on which it currently represents consumer interests before Congress and Federal regulatory agencies include telephone service, insurance and financial services, product safety, indoor air pollution, health care, product liability and utility rates. It develops and distributes studies of various consumer issues, as well as consumer guides in book and pamphlet form. In addition, CFA publishes several newsletters. The National Insurance Consumer Organization (NICO) has merged with CFA and is now known as CFA Insurance Group.

Consumers for World Trade (CWT)

2000 L Street, N.W., Suite 200
Washington, DC 20036
202-785-4835
Fax: 202-416-1734
E-mail: cwt@ids2.idsonline.com

A non-profit organization, CWT supports trade expansion and liberalization to promote economic growth and increase consumer choice and price competition in the marketplace. Various publications are available.

Consumers Union of U.S., Inc. (CU)

101 Truman Avenue
Yonkers, NY 10703-1057
914-378-2000
Fax: 914-378-2900

A non-profit, independent organization, CU researches and tests consumer goods and services and disseminates the results in its monthly magazine, *Consumer Reports*, as well as in other publications and media.

Council of Better Business Bureaus, Inc. (CBBB)

4200 Wilson Boulevard
Arlington, VA 22203
703-276-0100
Fax: 703-525-8277
E-mail: bbb@bbb.org
Website: www.bbb.org

Sponsored by national companies and the nation's Better Business Bureaus, the Council of Better Business Bureaus provides coordination and leadership to the 162 Better Business Bureaus (BBBs) in the United States (see page 34 for the listing), offers a national advertising review program, dispute resolution services, an advisory service that reports on national charities, consumer information services, and voluntary industry guidelines for advertising and selling products and services.

Families USA Foundation

1334 G Street, N.W., Suite 300
Washington, DC 20005
202-628-3030
Fax: 202-347-2417
E-mail: info@familiesusa.org
Website: epn.org/families.html

A national, non-profit membership organization committed to comprehensive reform of health and long-term care, Families USA works to educate and mobilize consumers on health care issues. In addition to its two grassroots advocacy networks—a.s.a.p., a network of health and long-term care reform activists and HealthLink USA, a nationwide health reform computer network for public interest groups—Families USA develops and distributes reports and other materials on health and long-term care issues.

Health Research Group (HRG)

1600 20th Street, N.W.
Washington, DC 20009
202-588-1000

A division of Public Citizen, HRG works for protection against unsafe foods, drugs, medical devices and workplaces, and advocates for greater consumer control over personal health decisions. A monthly Health Letter and other publications are available.

National Association of Consumer Agency Administrators (NACAA)

1010 Vermont Avenue, N.W.
Suite 514
Washington, DC 20005
202-347-7395
Fax: 202-347-2563

An association of the administrators of local, state and Federal Government consumer protection agencies, NACAA provides training programs, public policy studies and conferences, professional publications and other member services.

National Association of State Utility Consumer Advocates (NASUCA)

1133 15th Street, N.W.,
Suite 550
Washington, DC 20005
202-727-3908
Fax: 202-727-3911

A national organization of 41 utility ratepayer advocate offices in 38 states and the District of Columbia, NASUCA members represent millions of consumers served by investor-owned gas, telephone, electric and water companies before Congress, state regulatory commissions, the courts, the Federal Energy Regulatory Commission and the Federal Communications Commission.

National Coalition for Consumer Education (NCCE)

295 Main Street, Suite 200
Madison, NJ 07940
201-377-8987
Fax: 201-377-4828

The coalition brings together people and resources from government, business, education, consumer organizations and the media to educate consumers about such important issues as financial management, health and safety, and the environment. The coalition develops and provides educational materials and resources to consumer educators but does not handle requests from individuals.

National Consumers League (NCL)

1701 K Street, N.W.
Suite 1200
Washington, DC 20006
202-835-3323
Fax: 202-835-0747

Founded in 1899, NCL is America's pioneer consumer advocacy organization. The league is a non-profit, membership organization working for health, safety and fairness in the marketplace and workplace. Current principal issue areas include consumer fraud, food and drug safety, fair labor standards, child labor, health care, the environment, financial services and telecommunications. The league develops and distributes consumer education materials and newsletters.

National Foundation for Consumer Credit, Inc. (NFCC)

8611 2nd Avenue, Suite 100
Silver Spring, MD 20910
301-589-5600
Toll free: 800-388-2227
Fax: 301-495-5623

A membership organization for non-profit community organizations which are often called Consumer Credit Counseling Service agencies and are in more than 1,100 locations in the United States and Canada. The agencies educate and counsel individuals and families on credit issues. Consumers are taught to budget and use credit wisely and may be helped to resolve their credit problems. The 800 number provides the location of the nearest agency.

National Fraud Information Center (NFIC)

P.O. Box 65868
Washington, DC 20035
Toll free: 800-876-7060 (9 a.m.—5 p.m.; TDD available)
Fax: 202-835-0767
E-mail: nfic@internetmci.com
Website: www.fraud.org

NFIC assists consumers with recognizing and filing complaints about telemarketing and Internet fraud. A project of the National Consumers League, the center's toll-free hotline provides consumers with information to help them avoid becoming victims of fraud, referral to appropriate law enforcement agencies and professional associations, and assistance in filing complaints. The center also provides professionals involved in consumer fraud prevention and enforcement with telecommunications systems and data links to improve fraud regulation, prevention and law enforcement.

National Institute for Consumer Education (NICE)

207 Rackham Building
College of Education
Eastern Michigan University
Ypsilanti, MI 48197
313-487-2292
Fax: 313-487-7153
E-mail: rosella.bannister@emich.edu

A consumer education resource and professional development center for K-12 classroom teachers, business, government, labor and community educators, NICE conducts training programs, develops teaching guides and resource lists, and manages a national clearinghouse of consumer education materials, including videos, software programs, textbooks and curriculum guides.

National Insurance Consumer Organization (NICO) See Consumer Federation of America (CFA)

Project OPEN (Online Public Education Network)

c/o Interactive Services Association
8403 Colesville Road, Suite 865
Silver Spring, MD 20910
301-495-4955
Fax: 301-495-4959
E-mail: project-open@isa.net

Project OPEN is a joint effort of the National Consumers League (NCL), the Interactive Services Association (ISA), and leading online/Internet service companies. Its primary mission is to help consumers understand how to use online and Internet services in an informed and responsible way. Project OPEN's brochure, "How To Get the Most Out of Going Online," provides basic information about going online and describes tools that are available to help parents and educators screen online content for children. Single copies of the brochure are available free by calling 800-466-OPEN. For information about bulk copies, contact ISA at 301-495-4955.

Public Citizen, Inc.

1600 20th Street, N.W.
Washington, DC 20009
202-588-1000

A national, non-profit membership organization representing consumer interests through lobbying, litigation, research and publications, Public Citizen represents consumer interests in Congress, the courts, government agencies and the media. Primary current areas of interest include product liability, health care delivery, safe medical devices and medications, open and ethical government, and safe and sustainable energy use.

Public Voice for Food and Health Policy

1101 14th Street, N.W.
Suite 710
Washington, DC 20005
202-371-1840
Fax: 202-371-1910
E-mail: pvoice@ix.netcom.com
Website: www.publicvoice.org/pvoice.html

A national research, education and advocacy organization, Public Voice works for food and agriculture policies and practices that improve the safety, health and affordability of the food supply and protect the environment. Public Voice develops and distributes consumer information materials on pesticide reduction, nutrition labeling, seafood safety and inner-city food access.

Society of Consumer Affairs Professionals in Business (SOCAP)

801 North Fairfax Street
Suite 404
Alexandria, VA 22314
703-519-3700
Fax: 703-549-4886
E-mail: socap@aol.com

An international professional organization, SOCAP provides training, conferences and publications to encourage and maintain the integrity of business in transactions with consumers; to encourage and promote effective communication and understanding among business, government and consumers; and to define and advance the consumer affairs profession.

U.S. Public Interest Research Group (U.S. PIRG)

218 D Street, S.E.
Washington, DC 20003-1900
202-546-9707
202-546-2461
E-mail: pircg@pircg.org
Website: www.pircg.org/pircg

The group is the national lobbying office for state public interest research groups, consumer/environmental advocacy groups active in 33 states that lobby and publish reports on issues, including credit bureau errors; bank fees and services; toy, ATV and product safety; toxic chemicals in art supplies and other consumer products; and recycling, over-packaging and green consumerism. U.S. PIRG does not handle individual consumer complaints directly but measures complaint levels to gauge the need for remedial legislation.

Better Business Bureaus

Better Business Bureaus (BBBs) are non-profit organizations supported primarily by local business members. The focus of BBB activities is to promote an ethical marketplace by encouraging honest advertising and selling practices, and by providing alternative dispute resolution. BBBs offer a variety of consumer services. For example, they provide consumer education materials; answer consumer questions; provide information about a company, particularly whether or not there are unanswered or unsettled complaints or other marketplace problems; help resolve buyer/seller complaints against a company, including mediation and arbitration services; and provide information about charities and other organizations that are seeking public donations.

BBBs usually request that a complaint be submitted in writing so that an accurate record exists of the dispute. The BBB will then take up the complaint with the company involved. If the complaint cannot be satisfactorily resolved through communication with the business, a BBB may offer an alternative dispute settlement process, such as mediation or arbitration. BBBs do *not* judge or rate individual products

or brands, handle complaints concerning the price of goods or services, handle employer/employee wage disputes or give legal advice.

If you need help with a consumer question or complaint, call your local BBB to ask about its services. Or you can go online to acquire information about the BBB through the Internet, located at <http://www.bbb.org>. The BBB World Wide Web server features consumer fraud and scam alerts and provides information about BBB programs, services and locations.

The Council of Better Business Bureaus, the umbrella organization for the BBBs, also provides programs and publications for consumers. The Council can assist with complaints about the truthfulness and accuracy of national advertising claims, including children's advertising; provide reports on national soliciting charities; and help to settle disputes with automobile manufacturers through the BBB AUTO LINE program.

In addition to the BBBs listed below, there are 16 BBBs in Canada. The Council of Better Business Bureaus can give you the addresses for Bureaus in Canada.

Council

Council of Better Business Bureaus, Inc.
4200 Wilson Boulevard
Arlington, VA 22203
703-276-0100

Bureaus

Alabama

1210 South 20th Street (35255-5268)
P.O. Box 55268
Birmingham, AL 35205
205-558-2222

1528 Peachtree Lane, Suite 1
Cullman, AL 35057
205-737-0539

118 Woodburn
Dothan, AL 36301
334-794-0492

102 Court Street, Suite 512
Florence, AL 35620
Toll free: 800-239-1642

107 Lincoln Street, N.E.
P.O. Box 383
Huntsville, AL 35804
205-533-1640

100 North Royal Street
Mobile, AL 36602-3295
334-433-5494

60 Commerce Street, Suite 806
Montgomery, AL 36104-3559
334-262-5606

Alaska

2805 Bering Street, Suite 5
Anchorage, AK 99503-3819
907-562-0704

P.O. Box 74675
Fairbanks, AK 99707
907-451-0222

Arizona

4428 North 12th Street
Phoenix, AZ 85014-4585
900-225-5222 (\$.95/min.)
602-240-3473 (flat fee of \$3.80)

3620 North 1st Avenue, Suite 136
Tucson, AZ 85719
520-888-5353

Arkansas

1415 South University
Little Rock, AR 72204-2605
501-664-7274

California

705 18th Street
Bakersfield, CA 93301
805-322-2074

290 N. 10th Street, Suite 206
Colton, CA 92324-3052
900-225-5222 (\$.95/min.)

6101 Ball Road, Suite 309
Cypress, CA 90630-3966
900-225-5222 (\$.95/min.)

2519 West Shaw, #106
Fresno, CA 93711
209-222-8111

3727 West Sixth Street, Suite 607
Los Angeles, CA 90020
900-225-5222 (\$.95/min.)

510 16th Street, Suite 550
Oakland, CA 94612-1584
510-238-1000

400 S Street
Sacramento, CA 95814-6997
916-443-6843

5050 Murphy Canyon, Suite 110
San Diego, CA 92123
619-496-2131

1530 Meridian, Suite 110
San Jose, CA 95125
408-445-3000

400 South El Camino Real, Suite 350
San Mateo, CA 94402-1706
415-696-1240

213 Santa Barbara Street
Santa Barbara, CA 93102
805-963-8657

11 S. San Joaquin Street
Stockton, CA 95202-3202
209-948-4880

Colorado

3622 North El Paso (80933-5454)
P.O. Box 7970
Colorado Springs, CO 80933-7970
719-636-1155

1780 South Bellaire, Suite 700
Denver, CO 80222-4350
 303-758-2100

1730 South College Avenue, Suite 303
Fort Collins, CO 80525-1073
 907-484-1348
 370-778-2809 (Cheyenne)

119 West 6th Street, Suite 203
Pueblo, CO 81003-3119
 719-542-6464

Connecticut

Parkside Building
 821 North Main Street Ext.
Wallingford, CT 06492-2420
 203-269-2700

Delaware

2055 Limestone Road, Suite 200
Wilmington, DE 19808-5532
 302-996-9200

District of Columbia

1012 14th Street, N.W.
 9th Floor
 Washington, DC 20005-3410
 202-393-8000

Florida

5830 142nd Avenue North
 Suite B (34620)
 P.O. Box 7950
Clearwater, FL 34618-7950
 813-842-5459 (Pasco City)
 813-535-5522 (Pinellas County)
 813-854-1154 (Hills, Tampa)
 813-957-0093 (Sarasota, Manatee)
 Toll free: 800-525-1447 (Hernando)

2710 Swamp Cabbage Court
Fort Myers, FL 33901-9333
 900-225-5222 (\$.95/min.)

7820 Arlington Expressway, #147
Jacksonville, FL 32211
 904-721-2288

16291 N.W. 57th Avenue
Miami, FL 33014-6709
 900-225-5222 (\$.95/min.)

4900 Bayou Blvd., Suite 112
Pensacola, FL 32597-1511
 904-494-0222

1950 Port St. Lucie Blvd., Suite 211
Port St. Lucie, FL 34952-5579
 407-337-2083

580 Village Blvd., Suite 340
West Palm Beach, FL 33409
 561-686-2200

1011 North Wymore Road, Suite 204
Winter Park, FL 32789-1736
 407-621-3300

Georgia

204 North Jackson
Albany, GA 31706-3241
 912-883-0744

100 Edgewood Avenue, Suite 1012
Atlanta, GA 30303-3075
 404-688-4910

301 7th Street
 P.O. Box 2085
Augusta, GA 30903-2085
 706-722-1574

208 13th Street
 P.O. Box 2587 (31902-2587)
Columbus, GA 31901-2137
 706-324-0712

301 Mulberry Street, Suite 102
Macon, GA 31201
 912-742-7999

6606 Abercorn Street, Suite 108-C
Savannah, GA 31405-5817
 912-354-7521

Hawaii

1600 Kapiolani Blvd.
 Suite 201
Honolulu, HI 96814-3801
 808-941-5222

Idaho

1333 West Jefferson
Boise, ID 83702-5320
 208-342-4649

1575 South Blvd.
Idaho Falls, ID 83404-5926
 208-523-9754

Illinois

330 North Wabash
Chicago, IL 60611
 900-225-5222 (\$.95/min.)

3024 West Lake
Peoria, IL 61615-3770
 309-688-3741

810 East State Street, 3rd Floor
Rockford, IL 61104-1001
 900-225-5222 (\$.95/min.)

Indiana

722 West Bristol Street
 Suite H-2 (46514-2988)
 P.O. Box 405
Elkhart, IN 46515-0405
 219-262-8996

4004 Morgan Avenue
 Suite 201
Evansville, IN 47715-2265
 812-473-0202

1203 Webster Street
Fort Wayne, IN 46802-3493
 219-423-4433

4189 Cleveland Street
Gary, IN 46408
 219-980-1511
 219-769-8053

22 E. Washington St., Suite 200
Indianapolis, IN 46204-3584
 317-488-2222

207 Dixie Way North, Suite 130
South Bend, IN 46637-3360
 219-277-9121

Iowa

852 Middle Road, Suite 290
Bettendorf, IA 52722-4100
 319-355-6344

505 5th Avenue, Suite 615
Des Moines, IA 50309-2375
 515-243-8137

505 6th Street, Suite 417
Sioux City, IA 51101
 712-252-4501

Kansas

501 Southeast Jefferson, Suite 24
Topeka, KS 66607-1190
 913-232-0454

328 Laura
 P.O. Box 11707-1190
Wichita, KS 67211
 316-263-3146

Kentucky

410 West Vine Street, Suite 280
Lexington, KY 40507-1616
 606-259-1008

844 South Fourth Street
Louisville, KY 40203-2186
 502-583-6546

Louisiana

1605 Murray Street, Suite 117
Alexandria, LA 71301-6875
318-473-4494

2055 Wooddale Blvd.
Baton Rouge, LA 70806-1546
504-926-3010

3038 Park NE, Suite 204
Houma, LA 70360-6354
504-868-3456

100 Huggins Road (70506)
P.O. Box 30297
Lafayette, LA 70593-0297
318-981-3497

3941-L Ryan Street 70605)
P.O. Box 7314
Lake Charles, LA 70606-7314
318-478-6253

141 Desiard Street, Suite 808
Monroe, LA 71201-7380
318-387-4600

1539 Jackson Avenue, Suite 400
New Orleans, LA 70130-5843
504-581-6222

3612 Youree Drive
Shreveport, LA 71105-2122
318-861-6417

Maine

812 Stevens Avenue
Portland, ME 04103-2648
207-878-2715

Maryland

2100 Huntingdon Avenue
Baltimore, MD 21211-3215
900-225-5222 (\$.95/min.)

Massachusetts

20 Park Plaza, Suite 820
Boston, MA 02116-4344
617-426-9000

293 Bridge Street, Suite 320
Springfield, MA 01103-1402
413-734-3114

32 Franklin Street (01608-1900)
P.O. Box 16555
Worcester, MA 01608-1900
508-755-2548

Michigan

40 Pearl, N.W., Suite 354
Grand Rapids, MI 49503
616-774-8236

30555 Southfield Road
Suite 200
Southfield, MI 48076-7751
810-644-9100

Minnesota

2706 Gannon Road
St. Paul, MN 55116-2600
612-699-1111

Mississippi

4500 155 N. Suite 287 (39211)
P.O. Box 12745
Jackson, MS 39236-2745
601-987-8282

Missouri

306 E. 12th Street, Suite 1024
Kansas City, MO 64106-2418
816-421-7800

12 Sunnen Drive, Suite 121
St. Louis, MO 63143
314-645-3300

205 Park Central East, Suite 509
Springfield, MO 65806-1326
417-862-4222

Nebraska

3633 O Street, Suite 1
Lincoln, NE 68510-1670
402-476-8855

2237 North 91st Court
Omaha, NE 68134-6022
402-391-7612

Nevada

1022 East Sahara Avenue
Las Vegas, NV 89104-1515
702-735-6900

991 Bible Way (89502)
P.O. Box 21269
Reno, NV 89515-1269
702-322-0657

New Hampshire

410 South Main Street
Suite 3
Concord, NH 03301-3483
603-224-1991

New Jersey

400 Lanidex Plaza
Parsippany, NJ 07054-2797
201-581-1313

1721 Route 37, East
Toms River, NJ 08753-8239
908-270-5577

1700 Whitehorse-Hamilton Square
Suite D-5
Trenton, NJ 08690-3596
609-588-0808

16 Maple Avenue
P.O. Box 303
Westmont, NJ 08108-0303
609-854-8467

New Mexico

2625 Pennsylvania, NE
Suite 2050
Albuquerque, NM 87110-3657
505-884-0500

308 North Locke
Farmington, NM 87401-5855
505-326-6501

201 N. Church, Suite 330
Las Cruces, NM 88001-3548
505-524-3130

New York

346 Delaware Avenue
Buffalo, NY 14202-1899
900-225-5222 (\$.95/min.)

266 Main Street
Farmingdale, NY 11735-2618
900-225-5222 (\$.95/min.)

257 Park Avenue, South
New York, NY 10010-7384
900-225-5222 (\$.95/min.)

847 James Street, Suite 200
Syracuse, NY 13202-2552
900-225-5222 (\$.95/min.)

30 Glenn Street
White Plains, NY 10603-3213
900-225-5222 (\$.95/min.)

North Carolina

1200 BB&T Building
Asheville, NC 28801-3418
704-253-2392

5200 Park Road, Suite 202
Charlotte, NC 28209-3650
704-527-0012

3608 West Friendly Avenue
Greensboro, NC 27410-4895
910-852-4240

3125 Poplarwood Court
Suite 308
Raleigh, NC 27604-1080
919-872-9240

Eden Place
8366 Drena Drive (28673)
P.O. Box 69
Sherrills Ford, NC 28673-0069
704-478-5622

500 West 5th Street, Suite 202
Winston-Salem, NC 27101-2728
910-725-8384

Ohio

222 W. Market Street
Akron, OH 44303-2111
330-253-4590

1434 Cleveland Avenue, N.W. (44703)
P.O. Box 8017
Canton, OH 44711-8017
330-454-9401

898 Walnut Street
Cincinnati, OH 45202-2097
513-421-3015

2217 East 9th Street, Suite 200
Cleveland, OH 44115-1299
216-241-7678

1335 Dublin Street, #30-A
Columbus, OH 43215-1000
614-486-6336

40 West Fourth Street, Suite 1250
Dayton, OH 45402-1828
513-222-5825

112 North West High Street (45801)
P.O. Box 269
Lima, OH 45802-0269
419-223-7010

425 Jefferson Avenue, Suite 909
Toledo, OH 43604-1055
419-241-6276

600 Mahoning Bank Building
P.O. Box 1495
Youngstown, OH 44501-1495
330-744-3111

Oklahoma

17 South Dewey
Oklahoma City, OK 73102-2400
405-239-6081

6711 South Yale, Suite 230
Tulsa, OK 74136-3327
918-492-1266

Oregon

333 SW Fifth Avenue, Suite 300
Portland, OR 97204
503-226-3981

Pennsylvania

528 North New Street
Bethlehem, PA 18018-5789
610-866-8780

29 E. King Street, Suite 322
Lancaster, PA 17602-2852
900-225-5222 (\$.95/min.)

1930 Chestnut Street
P.O. Box 2297
Philadelphia, PA 19103-0297
900-225-5222 (\$.95/min.)

300 6th Avenue, Suite 100-UL
Pittsburgh, PA 15222-2511
412-456-2700

129 N. Washington Avenue (18503-2204)
P.O. Box 993
Scranton, PA 18501-0993
717-342-9129

Puerto Rico
1608 Bori Street (00927-6100)
San Juan, PR 00927-6100
809-756-5400

Rhode Island

120 Lavan Street
Warwick, RI 02887-1071
401-785-1212

South Carolina

2330 Devine Street (29205)
P.O. Box 8326
Columbia, SC 29202-8326
803-254-2525

307-B Falls Street
Greenville, SC 29601-2829
803-242-5052

1601 North Oak Street
Suite 101
Myrtle Beach, SC 29577-1601
803-626-6881

Tennessee

P.O. Box 1178 TCA
Blountville, TN 37617-1178
423-325-6616

1010 Market Street, Suite 200
Chattanooga, TN 37402-2614
423-266-6144

2633 Kingston Pike, Suite 2 (37919)
P.O. Box 10327
Knoxville, TN 37939-0327
423-522-2552

6525 Quall Hollow, Suite 410 (38120)
P.O. Box 17036
Memphis, TN 38178-0036
901-759-1300

414 Union Street, Suite 1830
Nashville, TN 37219-1778
615-242-4BBB

Texas

3300 S. 14th Street, Suite 307
Abilene, TX 79605-5052
915-691-1533

1000 South Polk (79101-3408)
P.O. Box 1905
Amarillo, TX 79105-1905
806-379-6222

2101 So. IH35, Suite 302
Austin, TX 78741-3854
512-445-2911

476 Oakland Avenue (77701-2011)
P.O. Box 2988
Beaumont, TX 77704-2988
409-835-5348

4346 Carter Creek Parkway
Bryan, TX 77802-4413
409-260-2222

216 Park Avenue
Corpus Christi, TX 78401
512-887-4949

2001 Bryan Street, Suite 850
Dallas, TX 75201-3093
900-225-5222 (\$.95/min.)

State National Plaza, Suite 1101
El Paso, TX 79901
915-577-0191

1612 Summit Avenue, Suite 260
Fort Worth, TX 76102-5978
817-332-7585

5225 Katz Freeway, Suite 500
Houston, TX 77007
900-225-5222 (\$.95/min.)

916 Main Street, Suite 800
Lubbock, TX 79401-3910
806-763-0459

10100 County Road, 118 West
P.O. Box 60206
Midland, TX 79711-0206
915-563-1880

BETTER BUSINESS BUREAUS

3121 Executive Drive (76904)
P.O. Box 3366
San Angelo, TX 76902-3366
915-949-2986

1800 Northeast Loop 410
Suite 400
San Antonio, TX 78217-5296
210-828-9441

3600 Old Bullard Road, #103-A (75701)
P.O. Box 6652
Tyler, TX 75711-6652
903-581-5704

6801 Sanger Avenue, Suite 125 (76710)
P.O. Box 7203
Waco, TX 76714-7203
817-772-7530

609 International Blvd. (78596)
P.O. Box 69
Weslaco, TX 78599-0069
210-968-3678

4245 Kemp Blvd., Suite 900
Wichita Falls, TX 76308-2830
817-691-1172

Utah

1588 South Main Street
Salt Lake City, UT 84115-5382
801-487-4656

Vermont

(Contact Boston office)
800-4BBB-811 (802-Vermont only)

Virginia

11903 Main Street
Fredericksburg, VA 22408
540-373-9872

3608 Tidewater Drive
Norfolk, VA 23509-1499
804-627-5651

701 East Franklin, Suite 712
Richmond, VA 23219-2332
804-648-0016

31 West Campbell Avenue
Roanoke, VA 24011-1301
540-342-3455

Washington

1401 N. Union, #105
Kennewick, WA 99336-3819
509-783-0892

4800 South 188th Sreet, Suite 222 (98188)
P.O. Box 68926
Sea Tac, WA 98168-0926
900-225-5222 (\$4 call)

East 123 Indiana, Suite 106
Spokane, WA 99207-2356
509-328-2100

32 North 3rd Street, Suite 410
P.O. Box 1584
Yakima, WA 98901
509-248-1326

Wisconsin

740 North Plankinton Avenue
Milwaukee, WI 53203-2478
414-273-1600



Corporate Consumer Contacts

This section will help you resolve a complaint about a service or product. First, be sure to go back to the place where you bought the product or service. Try to resolve the complaint with the seller. If that does not work, the next step is to write or call the company's headquarters.

This section lists the names and addresses of more than 650 corporate headquarters and, in many cases, the name of the person to contact. Many listings also include toll free "800" numbers. Additionally, TDD (Telecommunications Devices for the Deaf) numbers, made available by a number of companies, are in **bold type**.

In some cases, you will see a company name or brand name listed with the instructions to see another company listed elsewhere in this section, for example, "Max Factor, see Procter and Gamble." This means that questions about Max Factor products should be directed to the consumer contact at Procter and Gamble. Also, if a company has changed its

name recently or is popularly known by another name, you will be directed to the company name listed.

If you do not find the product name in this section, check the product label or warranty for the name and address of the manufacturer. Public libraries also have information that might be helpful. The *Standard & Poor's Register of Corporations, Directors and Executives*; *Trade Names Directory*; *Standard Directory of Advertisers*; and *Dun & Bradstreet Directory* are four sources that list information about most firms. If you cannot find the name of the manufacturer, the *Thomas Register of American Manufacturers* lists the manufacturers of thousands of products.

Remember, to save time, first take your complaint back to where you bought the product. If you contact the company's headquarters first, the consumer contact probably will direct you back to the local store where you made the purchase.

A

Anna Wright
Administrator

AAMCO Transmissions, Inc.

One Presidential Boulevard
Bala Cynwyd, PA 19004-1034
610-668-2900
Toll free: 800-523-0401

Consumer Affairs

AETNA Life and Casualty

151 Farmington Avenue
Hartford, CT 06156
203-273-0123
Toll free outside CT: 800-US-AETNA

AJAY Leisure Products, Inc.

1501 East Wisconsin Street
Delavan, WI 53115
414-728-5521
Fax: 414-728-5521
Toll free: 800-558-3276

Susan Mach

Director of Consumer Affairs

AT&T

295 North Maple Avenue
Basking Ridge, NJ 07920
908-221-5311

Customer Service

Ace Hardware Corp.

2200 Kensington Court
Oak Brook, IL 60521
708-990-6600

Airwick Industries, Inc.

see **Reckitt & Colman, Inc.**

Andrea Cohan, Senior Manager
Customer Response Center

Alamo Rent A Car

P.O. Box 22776
Ft. Lauderdale, FL 33335
305-522-0000
Toll free: 800-445-5664

Manager, Consumer Affairs

Alaska Airlines

P.O. Box 68900
Seattle, WA 98168
206-431-7286 (consumer affairs)
206-431-7428 (cargo/freight claims)
206-431-7425 (baggage claims)
206-431-3753 (refunds/lost ticket applications)

Consumer Relations Department

Alberto Culver Co.

2525 Armitage Avenue
Melrose Park, IL 60160
708-450-3163

Consumer Affairs Department

Allied Van Lines

P.O. Box 4403
Chicago, IL 60680
708-717-3590
Fax: 708-717-3123
Toll Free: 800-470-2851
Internet: alliedvan.net

Customer Relations

Allstate Insurance Co.

2775 Sanders Road
Northbrook, IL 60062
847-402-5448

Denise R. Yates

Manager, Customer Relations

Aloha Airlines

P.O. Box 30028
Honolulu, HI 96820
808-836-4115
Toll free: 800-803-9454

Dixie Trout

Vice President of Consumer Relations

Amana Refrigeration, Inc.

Amana, IA 52204
Toll free: 800-843-0304 (product questions)

Relations—Passenger Services

America West Airlines

4000 East Sky Harbor Boulevard
Phoenix, AZ 85034
Toll free: 800-235-9292

American Airlines, Inc.

P.O. Box 619612 MD 2400
DFW International Airport, TX 75261-9612
817-967-2000

Approved Auto Repair

American Automobile Association

Mailspace 15
1000 AAA Drive
Heathrow, FL 32746-5063
(written complaints only)

American Cyanamid Co.

see **Lederle Consumer Health**

Consumer Relations

American Express Co.

777 American ExpressWay
Fort Lauderdale, FL 33337
Toll free: 800-528-4800 (green card inquiries)
Toll free: 800-327-2177 (gold card inquiries)
Toll free: 800-525-3355 (platinum card inquiries)

Customer Service

American Family Publishers

P.O. Box 62000
Tampa, FL 33662
Toll free: 800-AFP-2400

Sue Holiday

Consumer Correspondent

American Greetings Corp.

One American Road
Cleveland, OH 44144
216-252-7300, ext. 1281
Toll free: 800-321-3040

Consumer Affairs Department
American Home Food Products, Inc.
5 Giralda Farms
Madison, NJ 07940
Toll free: 800-544-5680

Ronald J. Fojtlin, Manager
World Wide Fitting Dept.
American Standard, Inc.
P.O. Box 6820
Piscataway, NJ 08855-6820
Toll free: 800-223-0068
Toll free: 800-980-6170

Judith Barker
Vice President, Public,
Government and Investor Relations
American Stores Co.
P.O. Box 27447
Salt Lake City, UT 84127-0447
801-539-0112
Toll free: 800-541-2863

Anthony L. Fera
Director, Consumer Administration
American Tourister, Inc.
91 Main Street
Warren, RI 02885
401-245-2100
Toll free: 800-635-5505

Operations Department
America's Favorite Chicken Co.
6 Concourse Parkway
Suite 1700
Atlanta, GA 30328-5352
404-391-9500

Ameritech
225 West Randolph Street, Room 30-D
Chicago, IL 60606
312-727-2293
Toll free: 800-244-4444

Richard Smith, Manager
Customer Relations and Consumer Affairs
Amoco Oil Co.
200 East Randolph Drive
Chicago, IL 60601
Toll free: 800-333-3991
Fax: 312-616-0889

Martha Tancil
Director, Customer Satisfaction
Service Center
Amtrak
Washington Union Station
60 Massachusetts Avenue, N.E.
Washington, DC 20002
202-906-2121
Toll free: 800-USA-RAIL
(reservations and information)

Robin Koop
Director, Distributor/Customer Services
Amway Co.
7575 East Fulton Road
Ada, MI 49355
616-787-7717
TDD toll free: 800-548-3878

Greg Hubbard
Manager, Customer and Product Services
Andersen Windows, Inc.
100 Fourth Avenue North
Bayport, MN 55003
612-430-5564

Craig Hetterscheidt
Manager, Consumer Relations
Anheuser-Busch, Inc.
One Busch Place
St. Louis, MO 63118-1852
314-577-2000
Toll free: 800-342-5283 (consumer call center)

Financial Relations
Aon Corp.
123 North Wacker Drive
Chicago, IL 60606
312-701-3000

Customer Relations Department
Apple Computer, Inc.
20525 Mariani Avenue
Cupertino, CA 95014
Toll free: 800-776-2333
(complaints and questions)
Toll free: 800-538-9696
(dealer information)

Aramis, Inc.
see **Estee Lauder Companies**

Customer Service
Arizona Mail Order
3740 East 34th Street
Tucson, AZ 85713
520-748-8600
Fax: 520-750-6755

Arm & Hammer
see **Church & Dwight Co., Inc.**

Mandy Hamilton
Consumer Relations Administrator
Armorall Products Corp.
6 Liberty
Aliso Viejo, CA 92656
714-362-0600
Toll free: 800-747-4104

Armour Swift Eckrich
2001 Butterfield Road
Downers Grove, IL 60515
708-512-1000
Toll free: 800-325-7424
(Eckrich nutrition)

Fred Fuest
Manager, Consumer Affairs
Armstrong Tire Division
Pirelli/Armstrong Tire Corporation
500 Sargent Drive
New Haven, CT 06536
203-784-2200
Toll free: 800-243-0167

Bonnie Muehling
Manager, Consumer Affairs
Armstrong World Industries
P.O. Box 3001
Lancaster, PA 17604
717-396-4780
Toll free: 800-233-3823

Gary Tramiel
Vice President of Dealer Sales
Atari Video Game Systems
455 S. Milhilda Avenue
Sunnyvale, CA 94086
408-328-0900

April Peterson
Manager, Customer Relations
Atlantic Richfield Co.
ARCO Products Co.
1055 W. 7th Street
Los Angeles, CA 90017
213-486-3511
Toll free: 800-322-2726

Glen Dunkerson, Vice President
Customer Service
Atlas Van Lines
P.O. Box 509
Evansville, IN 47703-0509
Toll free: 800-252-8885

Automobile Magazine
see **K-III**

Barbara Pearson
Manager, Customer Service
Avis Rent-A-Car System
4500 S. 129th East Avenue
Tulsa, OK 74134-3802
Toll free: 800-352-7900

Avon Fashions, Inc.
see **Newport News, Inc.**

Lynn Baron, Director
Consumer Information Center
Avon Products, Inc.
9 West 57th Street
New York, NY 10019
212-546-6015
Toll free: 800-367-2866

B

Frederick J. Wilson, General Counsel
Bacardi-Martini USA, Inc.
2100 Biscayne Boulevard
Miami, FL 33137
305-573-8511
Toll free: 800-BACARDI

Bali/Sara Lee Intimate Apparel
Sara Lee Corporation
3330 Healy Drive
P.O. Box 5100 (23113)
Winston-Salem, NC 27103
Toll free: 800-225-4872

Corporate Communications
Bally Entertainment
 8700 West Bryn Mawr
 Chicago, IL 60631
 312-399-1300

Customer Relations #3538
Bank of America, NT & SA
 Box 37000
 San Francisco, CA 94137
 415-622-6081

Paul J. Layden, Senior Vice President
 Public and Investor Relations
**The Bank of New York
 Company, Inc.**
 48 Wall Street, 16th Floor
 New York, NY 10286
 212-495-2066

Barnett Banks, Inc.
 P.O. Box 40789
 Jacksonville, FL 32231
 904-791-7720

Bill Pegram
 Director of Quality Assurance
R.G. Barry Corp.
 8000 IH 10 West
 Suite 1500
 San Antonio, TX 78230
 210-366-1092
 Fax: 210-366-1092

Bass Pro Shop
 1935 South Campbell
 Springfield, MO 65898
 Toll free: 800-BASS-PRO
 Fax: 417-873-5060
TDD: 800-442-5788

Eddie Bauer Customer Service
 P.O. Box 3700
 Seattle, WA 98124-3700
 Toll free: 800-426-6253

Darla J. Elkin
 Manager, Regulatory and Consumer Affairs
Contact Lens Care Products
OTC Health Care Products
Bausch and Lomb
 Personal Products Division
 1400 North Goodman Street
 Rochester, NY 14692
 Toll free: 800-553-5340

Janice Glerum
 Director, Customer Service
Contact Lenses
Bausch and Lomb
 Contact Lens Division
 1400 North Goodman Street
 Rochester, NY 14609
 Toll free: 800-552-7388

Ethel Killenbeck
 Manager, Consumer Affairs
Eyewear Division
Bausch and Lomb
 P.O. Box 478
 Rochester, NY 14692-0478
 Toll free: 800-343-5594

Consumer Relations
Bayer Corp.
 36 Columbia Road
 Morristown, NJ 07962-1910
 Toll free: 800-331-4536
 (Sterling Health, Glenbrook,
 Winthrop Consumer Products)

Customer Service
L.L. Bean, Inc.
 Casco Street
 Freeport, ME 04033-0001
 Toll free: 800-341-4341
TDD toll free: 800-545-0090

Customer Service Department
Bear Creek Corp.
 2518 South Pacific Highway
 P.O. Box 299
 Medford, OR 97501
 541-776-2400

Beatrice Cheese, Inc.
 Cheese Division
 770 North Springdale Road
 Waukesha, WI 53186
 414-782-2750
 Fax: 414-782-5738

Charles F. Baer, President
 Consumer Products Division
Becton Dickinson and Co.
 One Becton Drive
 Franklin Lakes, NJ 07417
 201-847-6658
 Fax: 201-884-5487

Beech Holdings Corp.
see Budget Rent-A-Car Corp.

Beiersdorf, Inc.
 P.O. Box 5529
 Norwalk, CT 06856-5529
 203-853-8008
 Toll free outside CT: 800-233-2340

BellSouth Communications
 (Southern Bell and South Central Bell)
 Consumer Affairs Manager
 600 North 19th Street, 24th Floor
 Birmingham, AL 35203
 205-321-2892
 Toll free: 800-346-9000
 (Bell South Products)
TDD toll free: 800-251-5325

Keith Card, Director
 Marketing and Public Relations
Benihana of Tokyo
 8685 Northwest 53rd Terrace
 Miami, FL 33166
 305-593-0770
 Toll free: 800-327-3369

Adair Sampogna
 Director, Consumer Communications
Best Foods
 CPC International, Inc.
 P.O. Box 8000 International Plaza
 Englewood Cliffs, NJ 07632
 201-894-2324

Peggy Yoder
 Manager, Customer Service
Best Western International
 P.O. Box 42007
 Phoenix, AZ 85080-2007
 Toll free: 800-528-1238

Consumer Relations Department
BIC Corp.
 500 Bic Drive
 Milford, CT 06460
 203-783-2000

Birds Eye
see General Foods

Floyd Coonce
 Manager, Consumer Assistance
 and Information
Black and Decker
Household Products
 6 Armstrong Road
 Shelton, CT 06484
 Toll free: 800-231-9786

Consumer Services
Black and Decker Power Tools
 626 Hanover Pike
 Hampstead, MD 21074
 410-239-5300
 Toll free: 800-762-6672

**Blockbuster Entertainment
 Corp.**
 One Blockbuster Plaza
 Ft. Lauderdale, FL 33301
 954-832-3000

Lori Hunt
 Customer Affairs Representative
Block Drug Company, Inc.
 257 Cornelison Avenue
 Jersey City, NJ 07302
 201-434-3000
 Fax: 201-434-5739
 Toll free outside NJ: 800-365-6500

Customer Service Department
Bloomingdale's by Mail, Ltd.
 475 Knotter Drive
 P.O. Box 593
 Cheshire, CT 06410-9933
 203-271-1313
 Toll free: 800-777-0000 (mail order)
 Fax: 203-271-5321

Blue Bell, Inc.
see Wrangler

Consumer Affairs

**Blue Cross and
Blue Shield Association**

1310 G Street, N.W., 12th Floor
Washington, DC 20005
202-626-4780
Fax: 202-626-4833

Karen Braswell
Marketing Director

Bojangles

P.O. Box 240239
Charlotte, NC 28224
704-527-2675, ext. 3226
Toll free: 800-366-9921

Consumer Response Department

Borden, Inc.

180 East Broad Street
Columbus, OH 43215
614-225-4511
Fax: 616-225-7680

**Boyle-Midway Household
Products, Inc.
see Reckitt & Colman, Inc.**

Stephanie Whelan
Manager, Consumer Affairs

**Bradlees Discount
Department Stores**

One Bradlees Circle
P.O. Box 9015
Braintree, MA 02184-9015
617-380-5377

**Breck Hair Care Products
see The Dial Corp.**

Consumer Affairs

Bridgestone/Firestone, Inc.

P.O. Box 7988
Chicago, IL 60680-9534
Toll free: 800-367-3872

Customer Service

Brights Creek

5000 City Lane Road
Hampton, VA 23661
804-827-1850

Carla Navello
Manager, Consumer Affairs

Bristol-Myers Products

1350 Liberty Avenue
Hillside, NJ 07205
Toll free: 800-468-7746

Robert Laverly
Director, Public Affairs

**Bristol-Myers Squibb
Pharmaceutical Group**

P.O. Box 4000
Princeton, NJ 08543-4000
609-252-4000
Toll free: 800-332-2056

**Brita, USA
see Clorox Co.**Customer Relations
British Airways

75-20 Astoria Blvd.
Jackson Heights, NY 11370
718-397-4000

Dianne Hall
Consumer Services Administrator

Brown-Forman Beverage Co.

P.O. Box 1080
Louisville, KY 40201
Toll free: 800-753-1177

Consumer Care Information

Brown Group, Inc.

P.O. Box 354
St. Louis, MO 63166
Toll free: 800-766-6465
Fax: 314-854-4274

Consumer Affairs

Budget Gourmet

P.O. Box 10
Boise, ID 83707
Toll free: 800-488-0050

Customer Relations

Budget Rent-A-Car Corp.

P.O. Box 111580
Carrollton, TX 75011-1580
Toll free: 800-621-2844

Investor Service Center

Bull & Bear Group, Inc.

11 Hanover Square
New York, NY 10005
212-363-1100
Toll free: 800-847-4200

Manager, Customer Relations

Bulova Watch Co.

26-15 Brooklyn Queens Expressway
Woodside, NY 11377
718-204-3300 (consumer relations)
718-204-3222 (service)

Monroe Milstein, President

**Burlington Coat Factory
Warehouse Corp.**

1830 Route 130 North
Burlington, NJ 08016
609-387-7800

**Burlington Hosiery
see Kayser-Roth Corp.**

Public Relations

Burlington Industries

3330 West Friendly Avenue
Greensboro, NC 27420
910-379-2276
Fax: 910-379-4504

Glaxo Wellcome Co.

5 Moore Drive
Research Triangle Park, NC 27709
919-248-3000

C

Ray Faiola, Director

CBS Broadcast Group

Audience Services
524 West 57th Street
New York, NY 10019
212-975-3247

Consumer Affairs Department

CIBA Self-Medication, Inc.

581 Main Street
Woodbridge, NJ 07095
908-602-6800
908-602-6600
Fax: 908-602-6612

CIBA Corp.

Plant Protection
410 Swing Road
Greensboro, NC 27409
919-632-6000
Toll free: 800-334-9481

CIBA Corp.

Pharmaceuticals Division
556 Morris Avenue
Summit, NJ 07901-1398
908-277-5000
TDD: 908-277-3226

CIBA Vision Corp.

11460 Johns Creek Parkway
Duluth, GA 30136
Toll free: 800-227-1524, ext. 4435
(consumer relations)

Customer Service

CIE America

2701 Dow Avenue
Tustin, CA 92580
Toll free: 800-877-1421, ext. 4260

CIE Terminals**see CIE America**

Mark A. Whiter
Director, Customer Services
**CIGNA Property and
Casualty Companies**
1601 Chestnut Street
Philadelphia, PA 19192
215-761-4555

Consumer Affairs Department

CPC International Inc.

International Plaza
Box 8000
Englewood Cliffs, NJ 07632
201-894-4000
Fax: 201-894-2126

Neil Dinerman

President and Chairman of the Board

C&R Clothiers

8660 Hayden Place
Culver City, CA 90232
310-559-8200
Fax: 310-839-7480

CVN
see QVC Network

Customer Relations Department
CVS
 One CVS Drive
 Woonsocket, RI 02895-9988
 401-765-1500
 Fax: 401-762-6949
 Toll free: 800-555-4771

Cabela's, Inc.
 812 13th Avenue
 Sidney, NE 69160-8888
 Toll free: 800-237-8888

Cadbury Beverages, Inc.,
see Motts, USA

Caloric Modern Maid Corp.
see Amana Refrigeration, Inc.

Holly Masclans
 Manager, Consumer Response and
 Information

Campbell Soup Co.
 Campbell Place
 Camden, NJ 08103-1799
 609-342-3714
 Fax: 609-342-6449
 Toll free: 800-257-8443

Susan Read
 Quality Control Manager
 Winery Operations

Canandaigua Wine Co.
 116 Buffalo Street
 Canandaigua, NY 14424
 716-394-7900
 Fax: 716-394-4839

Customer Relations Department
Canon U.S.A., Inc.
 One Canon Plaza, Bldg. C
 Lake Success, NY 11042
 516-488-6700
 Toll free: 800-828-4040

Audience Information
Capitol Cities/ABC, Inc.
 77 West 66th Street
 New York, NY 10023
 212-456-7477

Marcia King-Gamble
 Director, Guest Relations
Carnival Cruise Lines
 3655 Northwest 87th Avenue
 Miami, FL 33178-2428
 305-599-2600
 Toll free: 800-438-6744

James Witz
 Customer Relations Manager
Carrier Air Conditioning Co.
 P.O. Box 4808
 Syracuse, NY 13221
 Toll free: 800-227-7437

Bryant Heating and Air Conditioning
 Toll free: 800-428-4326
 Day & Night Heating and Air Conditioning
Toll free: 800-428-4326

Payne Heating and Air Conditioning
 Toll free: 800-428-4326

Carte Blanche
see Diners Club International

Consumer Relations Department
Carter-Wallace Inc.
 1345 Avenue of the Americas
 New York, NY 10105
 212-339-5000

Retail Operations
Carvel Corp.
 20 Batterson Park Road
 Farmington, CT 06032-2502
 (written inquiries only)

Customer Service Department
Casio, Inc.
 570 Mount Pleasant Avenue
 Dover, NJ 07801
 201-361-5400
 Toll free: 800-962-2746

Ceridian Contact Center
Ceridian Corp.
 8100 34th Avenue South
 Bloomington, MN 55425
 612-853-8100

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 P.O. Box 910
 Toledo, OH 43661
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Chanel, Inc.
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 New York, NY 10019-2790
 212-688-5055
 Fax: 212-752-1851

Chase Manhattan Bank
 270 Park Avenue
 New York, NY 10017
 212-270-9300

Consumer Products Division
Chattem, Inc.
 1715 West 38th Street
 Chattanooga, TN 37409
 Toll free outside TN: 800-745-2429

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Cheesebrough-Pond's, USA
 55 Merritt Boulevard
 Trumbull, CT 06611
 203-661-2000
 Toll free: 800-243-5804

ChemLawn Services Corp.
see TruGreen Limited Partnership

W.P. Howell, Supervisor
 Dealer and Consumer Affairs
Chevron Products Co.
 P.O. Box H
 Concord, CA 94524
 Toll free: 800-962-1223

Guest Relations
Chi-Chi's, Inc.
 10200 Linn Station Road
 Louisville, KY 40223
 502-426-3900
 Fax: 502-429-6243

Chuck E. Cheese
see ShowBiz Pizza Time, Inc.

Nancy Sevinsky
 Consumer Professional Relations
Church & Dwight Company, Inc.
 469 North Harrison Street
 Princeton, NJ 08540-7648
 609-683-5900
 Toll free: 800-524-1328

Church's Fried Chicken, Inc.
see America's Favorite Chicken Co.

Cincinnati Microwave
 One Microwave Plaza
 Cincinnati, OH 45249-9502
 513-489-5400
 Toll free: 800-433-3487

Circuit City Stores, Inc.
 9950 Mayland Drive
 Richmond, VA 23233
 804-527-4000
 Toll free: 800-627-2274

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 Satisfaction and Quality
Citicorp/Citibank
 599 Lexington Avenue, 24th Floor
 New York, NY 10043
 212-559-0043

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Citizen Watch Co. of America, Inc.
 8506 Osage Avenue
 Los Angeles, CA 90045
 Toll free: 800-321-1023

Jeanne D. Matson
Consumer Affairs Dept.

Clairol, Inc.

300 Park Avenue South
New York, NY 10010

Voice/TDD toll free: 800-223-5800

Voice/TDD toll free: 800-HISPANA
(Spanish)

Clinique Laboratories, Inc.
see Estee Lauder Companies

Sandy Stewart
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Clopay Building Products Co.

312 Walnut Street, Suite 1600
Cincinnati, OH 45202-4036
Toll free: 800-225-6729

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Consumer Services Manager

Clorox Co.

1221 Broadway
Oakland, CA 94612-1888
510-271-7283

Toll free: 800-292-2200

(laundry brands)

Toll free: 800-537-2823

(charcoal and food brands)

Toll free: 800-227-1860

(household surface cleaners)

Toll free: 800-426-6228

(insecticides)

Toll free: 800-242-7482

(water purification systems)

Consumer Affairs Department

Club Med Sales, Inc.

40 West 57th Street
New York, NY 10019
212-977-2100

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Industry and Consumer Affairs

The Coca-Cola Co.

P.O. Drawer 1734

Atlanta, GA 30301

Toll free: 800-438-2653

TDD toll free: 800-262-2653

Corporate Office

Coldwell Banker Corp.

339 Jefferson Road
Parsippany, NJ 07054
Toll free: 800-733-6629

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Associate Director, Consumer Response

Colgate, Palmolive, Mennen Co.

300 Park Avenue
New York, NY 10022
Toll free: 800-228-7408

Corporate Office

Collins & Aikman Products Co.

P.O. Box 32665
Charlotte, NC 28232
704-547-8500

Gregory Barstead
President, Life/Health

Colonial Penn Group, Inc.

399 Market Street, 5th Floor
Philadelphia, PA 19181

215-928-8000

Toll free: 800-523-1700

(auto customer service)

Toll free: 800-523-2800

(homeowner customer service)

Toll free: 800-523-4000

(health customer service)

Toll free: 800-523-9100

(life customer service)

Columbia House

A Division of SONY Music
Entertainment, Inc.

P.O. Box 4450

New York, NY 10101-4450

Toll free: 800-457-0500

(records and tapes)

Toll free: 800-457-0866 (videos)

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Combe Inc.

1101 Westchester Avenue

White Plains, NY 10604-3597

914-694-5454

Toll free: 800-431-2610

Combined Insurance Co. of America

see Aon Corp.

Customer Relations Department

Compaq Computer Corp.

P.O. Box 692000

Houston, TX 77269-2000

Toll free: 800-345-1518

Comprehensive Care Corp.

16305 Swingley Ridge Drive

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Chesterfield, MO 63017

314-537-1288

Toll free: 800-678-2273

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Congoleum Corp.

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Mercerville, NJ 08619

609-584-3000

Supervisors Department

Contempo Casuals

5433 West Jefferson Boulevard

Los Angeles, CA 90016

213-936-2131

Customer Relations

Continental Airlines, Inc.

3663 North Sam Houston

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Houston, TX 77032

713-987-6500

Customer Relations

Converse, Inc.

One Fordham Road

North Reading, MA 01864-2680

Toll free: 800-428-CONS (2667)

Conwood Company, L.P.

813 Ridge Lake Blvd.

Memphis, TN 38120

901-761-2050

Coors Brewing Co.

Consumer Information Center

NH475

Golden, CO 80401

Toll free: 800-642-6116

Coppertone

see Schering-Plough

HealthCare Products, Inc.

Ron Almarode, Supervisor

Corning/Consumer Products

Corning Inc.

1300 Hopeman Parkway

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Toll free: 800-999-3436

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Cosmair, Inc.

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Toll free: 800-631-7358

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Cotter & Company

8600 W. Bryn Mawr

Chicago, IL 60631-3505

312-695-5000

Service Department

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2500 Interplex Drive

Treose, PA 19053-6998

215-639-1310

Toll free: 800-677-8200

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619-259-7000

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301-731-1200

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Brooklyn, NY 11205
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555 Fifth Avenue
New York, NY 10017
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Current, Inc.
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Colorado Springs, CO 80901
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700 Nicollet Mall
Minneapolis, MN 55402
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2 World Trade Center, 66th Floor
New York, NY 10048
Toll free: 800-733-2307

Dearfoam
see **R.G. Barry Corp.**

Deere & Co.
John Deere Road
Moline, IL 61265-8098
309-765-8000

Consumer Relations Department
Del Laboratories, Inc.
565 Broad Hollow Road
Farmingdale, NY 11735
516-293-7070

Consumer Affairs
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P.O. Box 193575
San Francisco, CA 94119-3575
Toll free: 800-543-3090

Del Pharmaceuticals, Inc.
see **Del Laboratories, Inc.**

Public Relations
Delphi Auto Systems
General Motors Corp.
2401 Columbus Avenue
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317-646-3000

Consumer Affairs
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(foods division)
Toll free: 800-45-PUREX
(household and laundry division)
Toll free: 800-258-DIAL
(personal care division)

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Diet Center, Inc.
395 Springdale Drive
Akron, OH 44333
330-665-5861

Customer Relations Department
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111 Powder Mill Road
Maynard, MA 01754
508-493-5111
Toll Free: 800-332-4636

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Little Rock, AR 72201
501-376-5200

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Englewood, CO 80112
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Toll free: 800-234-6377
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see **Dean Witter, Discover & Co.**

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Drake Building
Colorado Springs, CO 80940-0001
719-596-3140

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BMP/Reeves Mill
Wilmington, DE 19880-0010
Toll free: 800-548-4714

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Division of Duracell, Inc.
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2300 Windy Ridge Parkway
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(warranty center)

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614-491-2225
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Kansas City, MO 64101-1200
816-842-1230

Fayva Shoe Stores
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901-395-4539
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212-957-2500
Toll free: 800-841-3336
(Fieldcrest Stores)
Toll free: 800-237-3209
(Cannon Stores)
Fax: 212-957-2533

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Upper Darby, PA 19082-4603
610-734-5090
Toll free: 800-225-5332
TDD: 610-734-5599
TDD toll free: 800-835-7721

Customer Service
First Union National Bank of Florida
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Jacksonville, FL 32231-0010
904-361-6996
Toll free: 800-735-1012

Fisher
see **SFS Corp.**

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Fisher Price
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East Aurora, NY 14052
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TDD toll free: 800-382-7470
Fax: 716-687-3494

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Miami, FL 33102-9100
305-552-4653
Toll free: 800-397-6544
TDD toll free: 800-432-6554
Fax: 304-552-3792

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Southfield, MI 48037-4077
810-355-9300
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309-691-3633
(Mon.-Fri. after 5:15 p.m.)

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Franklin Center, PA 19091
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Toll free: 800-523-7622

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Frank's Nursery and Crafts, Inc.
6501 East Nevada
Detroit, MI 48234
313-366-8400
Fax: 313-366-5386

Customer Assistance Center
The Frigidaire Co.
P.O. Box 7181
Dublin, OH 43017-0781
Toll free: 800-451-7007

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Glendale, CA 91203
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One Fruit of the Loom Drive
Bowling Green, KY 42102-9015
502-781-6400
502-782-5400 (customer service)
Fax: 502-781-0903

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Fuji Photo Film U.S.A., Inc.
400 Commerce Blvd.
Carlstadt, NJ 07072-3009
Toll free: 800-659-3854, ext. 2571 (toll free)
Fax: 201-507-2591

Customer Resource Center
Fuller Brush Co.
P.O. Box 1247
Great Bend, KS 67530-0729
Toll free: 800-523-3794
Fax: 316-793-4523

G

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GTE Corp.
One Stamford Forum
Stamford, CT 06904
203-965-2000
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Modesto, CA 95353
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Gannett Co., Inc.
1100 Wilson Blvd.
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General Electric Co.
For information on GE consumer products
and services, call: GE ANSWER CENTER ®
service
Toll free: 800-626-2000

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General Foods Corp.
250 North Street
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(General Foods products)
General Host Corp.
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Stamford, CT 06904
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612-540-4295
Toll free: 800-328-6787 (bakery products)
Toll free: 800-328-1144 (cereals)
Toll free: 800-222-6846 (Gorton's)
Toll free: 800-231-0308 (snacks)

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Toll free: 800-441-9234
TDD toll free: 800-TDD-GMAC

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445 St. Paul Street
Rochester, NY 14605
716-546-1030

Georgia-Pacific Corp.
P.O. Box 105605
Atlanta, GA 30348-5605
Denise Irish (paper products)
404-652-4000
Kathy Ziprik (building products)
770-953-7000

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445 State Street
Fremont, MI 49413-1056
616-928-2000
Toll free: 800-4-GERBER
(24 hour breast feed advice)
Toll free: 800-828-9119 (baby formula)
Fax: 616-928-2723

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TDD: 301-341-4327
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see The Frigidaire Co.

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Gillette Co.
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617-463-3337

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Golden Grain Co.
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Pleasanton, CA 94588
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212-572-3100

Hanes
see L'eggs

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Manville Corporation/Schuller International, Inc.
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 see K-III

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 212-576-5081 (collect calls accepted)
 Fax: 212-447-4180

New York Magazine see K-III

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Advertising Acceptability Department
New York Times Co.
229 West 43rd Street
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P.O. Box 1274
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Dey's Centennial Plaza
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Consumer Services
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Nike/World Campus
1 Bowerman Drive
Beaverton, OR 97005
Toll free: 800-344-6453

**Nine West Group
Corporate Headquarters**
9 West Broad Street
Stamford, CT 06902
203-324-7567

Nine West—Easy Spirit
One Eastwood Drive
Cincinnati, OH 45227-1197
Toll free: 800-285-9955

Nine West—Selby
One Eastwood Drive
Cincinnati, OH 45227-1197
Toll free: 800-284-9949

Nile Spice Foods
P.O. Box 20581
Seattle, WA 98102
Toll free: 800-265-6453

Consumer Services
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4820 150th Avenue NE
Redmond, WA 98052
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TDD toll free: 800-422-4281

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C6590
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Life Insurance Co.**
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305-567-9173

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Consumer Affairs
The Merchandise Mart, Suite 900
200 World Trade Center
Chicago, IL 60654
Toll free: 800-321-7254 (NutraSweet)
Toll free: 800-323-5316 (Equal)
Fax: 708-405-7790

Nutri/System Inc.
410 Horsham Road
Horsham, PA 10944
215-445-5300

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TDD toll free in NY: 800-342-4181

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O'Keefe & Merit Appliances see The Frigidaire Co.

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Orkin see Rollins, Inc.

OSCO Drugs see American Stores Co.

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Toll free outside CA: 800-697-6547

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Pacific Telesis Group
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Panasonic
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Parke-Davis
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New York, NY 10017
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Consumer Products Division (over the counter)
Patient Information (prescriptions)
7000 Portage Road
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16 Phillips Building
Bartlesville, OK 74004
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Fax: 918-662-2075

Piaget
see **North American Watch Corp.**

Pillsbury Co.
Consumer Response
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Playtex Family Products Corp.
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Paramus, NJ 07652
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Toll free outside NJ: 800-222-0453
Fax: 201-265-0630

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Popeye's
see **America's Favorite**
Chicken Co.

Premiere Magazine
see **K-III**

Prescriptives, Inc.
see **Estee Lauder Companies**

Princess Marcella
see **Halston Borghese, Inc.**

Princeton Pharmaceutical
Products
see **Bristol-Myers Squibb**
Pharmaceutical Group

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see **Pet Inc.**

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Executive Offices
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Fax: 201-622-4729

Prudential Property &
Casualty Co.
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TDD toll free: 800-248-8670
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Q

QVC Incorporated
Goshen Corporate Park
1365 Enterprise Drive
West Chester, PA 19380
610-701-1000
Toll free: 800-367-9444 (customer service)
Fax: 610-701-1138

Quaker Oats Co.
Consumer Response
P.O. Box 049003
Chicago, IL 60604-9003
Check product package for toll-free num-
ber or call:
312-222-7111

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Quasar
see **Matsushita Services Co.**

R

Radio Shack
see **Tandy Corp.**

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Remco America, Inc.
8200 Thorn Drive
Wichita, KS 67226
316-646-7389

Remington Arms
see **DuPont Co.**

Customer Relations Department
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60 Main Street
Bridgeport, CT 06004
203-367-4400
Toll free: 800-736-4648

Customer Service
(Renaissance Hotels, Ramada outside the
United States and
New World Hotels in Asia)
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Fax: 804-281-4530

**Rhône-Poulenc Rorer
Pharmaceuticals Inc.**
see **Ciba Self-Medication, Inc.**

Richardson-Vicks, Inc.
see **Procter & Gamble Co.**

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Fax: 212-940-5031

Sandoz Co.
Sandoz Pharmaceuticals Corp.
59 Route 10
East Hanover, NJ 07936
201-503-7500

Sanyo Electric Inc.
see **SFS Corp.**

Sara Lee Corp.
Three First National Plaza
70 West Madison Street
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HealthCare Products, Inc.**
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Scholl
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Manufacturing Co.**
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Seventeen Magazine
see K-III

Seven-Up
see Dr Pepper/Seven-Up
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Skaggs Co.
see American Stores Co.

**Skoal Moist Smokeless
Tobacco**
see UST

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Snapple Beverages
Consumer Response Center
333 W. Merrick Road
Valley Stream, NY 11580
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**Soap Opera Digest
Soap Opera Weekly**
see K-III

Solar Nutritionals
see Thompson Medical Co., Inc.

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South Central Bell see
BellSouth Telecommunications

Southern Bell Corp. see
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see Amana Refrigeration, Inc.

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Squibb
 see **Bristol-Myers Squibb**
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 see **Bayer Corp.**

J.P. Stevens
 see **WestPoint Stores**

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The Stroh Brewery Co.
 9399 West Higgins Road
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 847-292-2100

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Sunbeam/Oster Household Products
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Supermarket General Corp.
 see **Pathmark Stores Inc.**

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National Consumer Assistance Center
TRW Information Services
 P.O. Box 949
 Allen, TX 75002-0949
 214-235-1200

TV Guide
 see **News America Publishing, Inc.**

Customer Service
Talbots
 175 Beal Street
 Hingham, MA 02043
 Toll free: 800-992-9010
TDD toll free: 800-624-9179

Cindy Nothe
 Manager, Consumer Services
TAMBRANDS, Inc.
 P.O. Box 271
 Palmer, MA 01069
 413-289-3450
 Toll free: 800-523-0014
 Fax: 800-289-3510

Lucille Frey
 Director, Customer Relations
Tandy Corp./Radio Shack
 600 One Tandy Center
 Fort Worth, TX 76102
 817-390-3218
 Fax: 817-390-3292

Tappan Appliance Co., Inc.
 see **The Frigidaire Co.**

Guest Relations and Quality Assurance
Target Stores
 33 South 6th Street
 P.O. Box 1392
 Minneapolis, MN 55440-1392
 612-304-4996

Technics
 see **Matsushita Services Co.**

George White
 Director, Consumer Affairs
Teledyne Water Pik
 1730 East Prospect Road
 Fort Collins, CO 80553-0001
 970-484-1352
 Toll free: 800-525-2774
 Fax: 970-221-8292

Cathy Laffin
 Director, Customer Service
Teleflora
 12233 West Olympic, Suite 140
 Los Angeles, CA 90064-0780
 310-826-5253
 Toll free: 800-421-2815
 Fax: 310-207-5197

Corporate Communications

Tenneco, Inc.

1275 King Street
Greenwich, CT 06831
203-863-1000

Consumer Affairs Department

Tetley, Inc.

100 Commerce Drive
P.O. Box 856
Shelton, CT 06484-0856
203-929-9341
Toll free: 800-732-3027
Fax: 203-926-0876

W.D. Kistler

Manager, Customer Relations

Texaco

P.O. Box 790001
Houston, TX 77094
713-647-1500

Customer Service

Texas Instruments, Inc.

P.O. Box 6118
Temple, TX 76503-6118
817-774-6827 (technical support)
Toll free: 800-842-2737
Fax: 817-774-6074

Customer Service

Thom McAn Shoe Co.

67 Millbrook Street
Worcester, MA 01606-2804
508-791-3811
Fax: 508-792-2908

Consumer Service

Thompson & Formby, Inc.

825 Crossover Lane, Suite 240
Memphis, TN 38117
Toll free: 800-FORMBYS
901-682-5245

Consumer Services Department

Thompson Medical Co., Inc.

223 Lakeview Avenue
West Palm Beach, FL 33401-6112
407-820-9900
Fax: 407-832-2297

Customer Service

Thrift Drug, Inc.

615 Alpha Drive
Pittsburgh, PA 15238
412-963-6600
Toll free: 800-284-8212
Fax: 412-967-8992

Customer Service

Time Inc.

3000 University Drive Center
Tampa, FL 33612
813-878-6100
Toll free: 800-541-1000
Fax: 813-979-6615

Time Warner Inc.

75 Rockefeller Plaza
New York, NY 10019
212-484-8000

Customer Service

Timex Corp.

P.O. Box 2740
Little Rock, AR 72203-2740
501-372-1111
Toll free: 800-448-4639
Fax: 570-370-5747

Barb Pendergast, Paul Hayles,
Mike Benning, Dave Barsantee
Golf Division
National Consumer Relations

Titleist

P.O. Box 965
Fairhaven, MA 02719
Toll free: 800-225-8500
Fax: 508-979-3910

Bonnie Fisher

Supervisor, Consumer Affairs

Tonka Products

P.O. Box 200
Pawtucket, RI 02861-0200
Toll free: 800-248-6652

Mary Elliott, Director

Communications and Public Affairs

The Toro Co.

8111 Lyndale Avenue South
Minneapolis, MN 55420
612-887-8900

Customer Service

Toshiba America

Consumer Products, Inc.
82 Totowa Road
Wayne, NJ 07470
201-628-1000
Toll free: 800-631-3811

Helen Baur

Consumer Affairs Manager

Totes, Inc.

10078 East Kemper Road
Loveland, OH 45140
513-583-2300
Fax: 513-583-9948

Tourneau, Inc.

488 Madison Avenue
New York, NY 10022
212-758-3265
Toll free outside NY: 800-223-1288

Carol Fuller

Corporate Spokesperson

Toys "R" Us

461 From Road
Paramus, NJ 07652
201-599-7897
Fax: 201-262-8919

Bob Thomas

Manager, Control Center

Trak Auto

3300 75th Avenue
Landover, MD 20785
301-731-1200
Toll free: 800-835-7300
Fax: 301-731-1470

Trane/CAC, Inc.

903581-3200 (residential)
608-787-2000 (commercial)

Trans Union Corp.

Regional Consumer Relations Centers

Fullerton, CA

1561 East Orangethorpe
Fullerton, CA 92631

Wichita, KS

8200 East 32nd Street, N
Wichita, KS 67226

Springfield, PA

760 West Sproul Road
Springfield, PA 19064

National Disclosure Center

P.O. Box 390
Springfield, PA 19064

S. Ahl

Staff Vice President-Customer Relations

Trans World Airlines, Inc.

110 South Bedford Road
Mt. Kisco, NY 10549
314-589-3600

TDD toll free: 800-421-8480
(reservations)

Fax: 314-589-3626

J. David Dwyer

Second Vice President

Consumer Affairs

The Travelers Companies

One Tower Square Central Row East
Hartford, CT 06183-9079
203-277-3198 (executive line)
203-954-2382 (if executive line is busy)
Fax: 203-954-3956

True Value Hardware Stores

see Cotter & Co.

Barbara Catalano

Consumer Affairs Coordinator

Tsumara International, Inc.

300 Lighting Way
Secaucus, NJ 07096
201-223-8169
Fax: 201-223-8282

Penny Lake

Supervisor, Consumer Services

Tupperware

P.O. Box 2353
Orlando, FL 32802-2353
Toll free: 800-858-7221
Fax: 407-847-1897

Terri Tingle

Vice President of Public Affairs

Turner Entertainment

Networks

One CNN Center
P.O. Box 105366
Atlanta, GA 30348-5366
404-827-1632

Patricia Arvidson
Consumer Correspondence Representative
Turtle Wax, Inc.
5655 West 73rd Street
Chicago, IL 60638-6211
708-563-3600
Toll free: 800-323-9883
Fax: 708-563-4302

Judy Rowley
Director, Customer Service
Tyco Toys
P.O. Box 490
Portland, OR 97207
503-644-1181
Toll free: 800-367-8926
Fax: 503-641-7736

Willie D. Barber
Manager, Consumer Relations
Tyson Foods
P.O. Box 2020
Springdale, AR 72765-2020
501-290-4714
Toll free: 800-233-6332
Fax: 501-290-7930

U

Mary Kaup
Senior Supervisor, Customer Service
U-Haul International
Phoenix, AZ 85036-1120
Toll free: 800-528-0463
Fax: 602-263-6984

Alan Kaiser, Director
Corporate Communications
UST
100 West Putnam Avenue
Greenwich, CT 06830
203-661-1100

Union Fidelity Life Insurance Co.
see **Aon Corp.**

Jim Wilkins
Manager, Consumer Relations
Uniroyal Goodrich Tire Co.
P.O. Box 19001
Greenville, SC 29602-9001
Toll free: 800-521-9796
Fax: 864 458-6650

UNISYS Corp.
P.O. Box 500
Blue Bell, PA 19424-0001
Toll free: 800-328-0440

Customer Relations
United Airlines
P.O. Box 66100
Chicago, IL 60666
847-700-6796
Toll free: 800-323-0710

Customer Relations
United Parcel Service of America, Inc.
55 Glenlake Parkway
Atlanta, GA 30328
404-828-6000

United States Fidelity & Guarantee Co. (USF&G)
100 Light Street
Baltimore, MD 21202
410-547-3000

Shirley Stewart
Director, Customer Service
United Van Lines, Inc.
One United Drive
Fenton, MO 63026
Toll free: 800-325-9980 (customer service)
Toll free: 800-325-9970 (claims)

Dawn Windholz
Supervisor, Customer Service
Unocal Corp.
17700 Castleton Street, Suite 500
City of Industry, CA 91748
818-854-7063
Toll free: 800-527-5476 (problems with service stations)
Toll free: 800-944-7676 (credit cards)
Fax: 818-854-7100

The Upjohn Co.
see **Pharmacia and UpJohn Corp.**

Deborah Thompson
Director, Consumer Affairs
USAir
P.O. Box 1501
Winston-Salem, NC 27102-1501
910-661-0061
Fax: 910-661-8187

U.S. Shoe Corp.
see **Nine West**

U.S. Sprint
see **Sprint**

US WEST, Inc.
Customer Response Center
Toll free: 800-255-6920
TDD toll free: 800-955-5833

V

Michael Cornett
Director, Customer Service
Valvoline Oil Co.
3499 Dabney Drive
P.O. Box 14000
Lexington, KY 40512
606-357-7777
Toll free: 800-354-9061
Fax: 606-352-7918

Pat Jordan
Van Camp Seafood Co.
4510 Executive Drive, Suite 300
San Diego, CA 92121
619-597-4275

Van Heusen Co.
1001 Frontier Road
Bridgewater, NJ 08807
908-685-0050

Vanity Fair
640 Fifth Avenue
New York, NY 10019
Toll free: 800-366-8334

Hilary E. Condit
Vice President, Corporate Relations
Viacom, Inc.
1515 Broadway, 52nd Floor
New York, NY 10036
212-258-6346

Vicorp Restaurants, Inc.
400 West 48th Avenue
Denver, CO 80216
303-296-2121
Fax: 303-672-2673

Customer Relations
Visa USA, Inc.
P.O. Box 8999
San Francisco, CA 94128-8999
415-432-3200
Fax: 415-432-4153
(Cardholders should always call issuing bank first.)

Consumer Affairs
Vons Companies, Inc.
P.O. Box 3338
Los Angeles, CA 90051
818-821-7000

W

Customer Service Representative
Wagner Spray Tech Corp.
1770 Fernbrook Lane
Plymouth, MN 55447
612-553-7000
Toll free: 800-328-8251

Customer Relations
Walgreen Co.
200 Wilmot Road
Deerfield, IL 60015
847-940-2500
Toll free: 800-289-2273

Customer Relations
Wal-Mart Stores, Inc.
702 S.W. Eighth Street
Bentonville, AR 72716-0117
501-273-4000

Rebecca Pierce
Consumer Affairs Manager
Wamsutta Pacific
1285 Avenue of the Americas
34th Floor
New York, NY 10019
212-903-2000
Toll free: 800-344-2142

Wang Laboratories, Inc.

600 Technology Park Drive
Billerica, MA 01821-4130
508-967-5000
Toll free: 800-639-9264
Fax: 508-967-0829

Daniel Pruol
Manufacturing Vice President

Warnaco Men's Apparel

10 Water Street
Waterville, ME 04901
207-873-4241

Mitch Rosalsky, Director
Consumer Affairs Division

Warner-Lambert Co.

201 Tabor Road
Morris Plains, NJ 07950
201-540-2459
Toll free: 800-223-0182
Toll free: 800-524-2624 (Parke Davis products/over-the-counter)
Toll free: 800-742-8377 (Schick razor)
Toll free: 800-562-0266 (EPT)
Toll free: 800-223-0182 (Warner-Lambert products)
Toll free: 800-524-2854 (Trident)
TDD toll free: 800-343-7805

Customer Service

Weider Health and Fitness

21100 Erwin Street
Woodland Hills, CA 91367
818-884-6800
Fax: 818-704-5734

Consumer Affairs

Weight Watchers Food

P.O. Box 10
Boise, ID 83707
Toll free: 800-651-6000

Welch's

see Dr Pepper/Seven-Up Companies, Inc.

Karen Wegmann
Executive Vice President
Corporate Community Development Group

Wells Fargo & Co.

420 Montgomery Street
MAC 0101-121
San Francisco, CA 94163
415-396-3832
TDD: 916-322-1700

Susan Kosling
Consumer Relations Manager

Wendy's International, Inc.

P.O. Box 256
Dublin, OH 43017-0256
614-764-6800

Joanne Turchany
Manager of Consumer Information

West Bend Co.

400 Washington Street
West Bend, WI 53095
414-334-2311

Karen Walters
Senior Operations Manager
Customer Service

Western Union Financial Services, Inc.

13022 Hollenberg Drive
Bridgeton, MO 63044
314-291-8000

Jackie McWhorter
Consumer Affairs Coordinator

WestPoint Stores

P.O. Box 609
West Point, GA 31833-0609
Toll free: 800-533-8229

Customer Relations Department

Whirlpool Corp.

2303 Pipestone Road
Benton Harbor, MI 49022-2427
616-926-5000
Toll free: 800-253-1301

White Westinghouse Appliances see The Frigidaire Co.

Marc Seim
Manager, Consumer Affairs

Whitehall-Robins Health Care

1405 Cummings Drive
Richmond, VA 23261-6609
804-257-2000
Toll free: 800-762-4672

Customer Service

Williams-Sonoma

100 North Point Street
San Francisco, CA 94133
Toll free: 800-541-1262

C.H. McKellar
Executive Vice President
Winn Dixie Stores Inc.
Box B

Jacksonville, FL 32203
904-783-5000

Steven R. Evenson
Service Operations Manager
Winnebago Industries

P.O. Box 152
Forest City, IA 50436-0152
515-582-6939

Winthrop Consumer Products see Bayer Corp.

Corporate Communications

Wisconsin Bell

722 North Broadway, 13th Floor
Milwaukee, WI 53202-4396
414-678-0681
Toll free: 800237-8576
TDD toll free in WI: 800-242-9393

Customer Service

F.W. Woolworth Co.

233 Broadway
New York, NY 10279-0001
212-553-2000

Customer Service

World Book Educational Products

101 Northwest Point Blvd.
Elk Grove Village, IL 60007-1192
Toll free: 800-621-8202

Pam Daugherty
Consumer Relations

Wrangler

P.O. Box 21488
Greensboro, NC 27420
910-332-3564

Barbara Zibell
Consumer Affairs Administrator

Wm. Wrigley Jr. Co.

410 North Michigan Avenue
Chicago, IL 60611
312-644-2121

X

Customer Relations

Xerox Corp.

100 Clinton Avenue South
Rochester, NY 14644
716-423-5490

Y

Lindsey Foster
Manager, Customer Relations

Yamaha Motor Corp.

6555 Katella Avenue
Cypress, CA 90630-5101
714-761-7439
Fax: 714-761-7559

Lori L. Wren
Manager, Consumer Relations
The Yardley Limited Co.

P.O. Box 372
Memphis, TN 38101-0372
901-320-2166
Fax: 901-320-5132

Z

Laura Moore
Vice President

Zale Corp.

901 West Walnut Hill Lane
Irving, TX 75038-1003
214-580-5104
Fax: 214-580-5523

Consumer Affairs

Zenith Electronics Corp.

1000 Milwaukee Avenue
Glenview, IL 60025-2493
847-391-8100
Toll free: 800-488-8129

Penny Flanagan
Customer Service Supervisor

Zenith Packard Bell

8285 West 3500 South
Magna, UT 84044
Toll free: 800-227-3360
Fax: 708-808-4468

Car Manufacturers

If you have a problem with a car purchased from a local dealer, first try to work it out with the dealer. If the problem is not resolved, contact the manufacturer's regional or national office. Many of these are listed in this section.

If you still cannot resolve your problem, contact one of the third-party dispute resolution programs. The list of these programs begins on page 68. Be sure to contact your local or state consumer agency to see if your state offers state-run dispute resolution programs.

If you suspect you have a vehicle problem that might fall under your state's lemon law, call your local or state consumer agency to find out about your rights under the lemon law.

Be sure to review the automobile tips beginning on page 9.

If you have a safety problem with your vehicle, you can report it to the Auto Safety Hotline at the National Highway Traffic Safety Administration (see page 110). Also contact NHTSA to obtain recall and crash test information. (Note: no complaint handling is provided.)

Acura

Customer Relations Department
Acura
1919 Torrance Blvd.
Torrance, CA 90501-2746
Toll free: 800-382-2238

Alfa-Romeo Distributors of North America, Inc.

Owner Relations Manager
Alfa-Romeo Distributors of North America, Inc.
6220 S. Orange Blossom Trail
Suite 209
Orlando, FL 32809
407-856-5000

American Honda Motor Co., Inc.

Corporate Office:
American Honda Motor Co., Inc.
Consumer Affairs Department
1919 Torrance Blvd.
Torrance, CA 90501-2746
310-783-3260

For recall/campaign information, write or fax:
Customer Information Service
1919 Torrance Blvd.
Torrance, CA 90501-2746
Fax: 310-783-3785

California
Customer Relations Department
American Honda Motor Co., Inc.
Western Zone
700 Van Ness Blvd.
Torrance, CA 90509-2260
213-781-4565

Utah, Arizona, Colorado, New Mexico, Nebraska, Kansas, Oklahoma, Nevada, Texas (El Paso)
Customer Relations Department
American Honda Motor Co., Inc.
West Central Zone
1600 South Abilene Street, Suite D
Aurora, CO 80012-5815
303-696-3935

Maine, Vermont, New Hampshire, New York State (excluding NY City, its five boroughs, Long Island, Westchester County), Connecticut (excluding Fairfield County), Massachusetts, Rhode Island
Customer Relations Department
American Honda Motor Co., Inc.
New England Zone
555 Old County Road
Windsor Locks, CT 06096-0465
860-623-3310

Tennessee, Alabama, Georgia, Florida
Customer Relations Department
American Honda Motor Co., Inc.
Southeastern Zone
1500 Morrison Parkway
Alpharetta, GA 30201-2199
404-442-2045

Minnesota, Iowa, Missouri, Wisconsin, Illinois, Michigan (Upper Peninsula)
Customer Relations Department
American Honda Motor Co., Inc.
North Central Zone
601 Campus Drive, Suite A-9
Arlington Heights, IL 60004-1407
847-870-5600 (Honda automobiles only)

West Virginia, Maryland, Virginia, North Carolina, South Carolina, District of Columbia
Customer Relations Department
American Honda Motor Co., Inc.
Mid-Atlantic Zone
902 Wind River Lane, Suite 200
Gaithersburg, MD 20878-1974
301-990-2020

Ohio (Steubenville), West Virginia (Wheeling), Pennsylvania, New Jersey, Delaware, New York (NY City, its five boroughs, Long Island, Westchester County), Connecticut (Fairfield County)
Customer Relations Department
American Honda Motor Co., Inc.
Northeast Zone
115 Gaither Drive
Moorestown, NJ 08057-0337
609-235-5533

Michigan (except for Upper Peninsula), Indiana, Ohio, Kentucky
Customer Relations Department
American Honda Motor Co., Inc.
Central Zone
101 South Stanfield Road
Troy, OH 45373-8010
513-332-6250

Washington, Oregon, Idaho, Montana, Wyoming, North Dakota, South Dakota, Hawaii, Alaska
Customer Relations Department
American Honda Motor Co., Inc.
Northwest Zone
12439 N.E. Airport Way
Portland, OR 97220-0186
503-256-0943

Texas (excluding El Paso), Arkansas (excluding Fayetteville, Bentonville, Fort Smith, Jonesboro), Oklahoma (Lawton, Ardmore), Louisiana, Mississippi
Customer Relations Department
American Honda Motor Co., Inc.
South Central Zone
4529 Royal Lane
Irving, TX 75063-2583
214-929-5481

American Isuzu Motors, Inc.

Headquarters:
American Isuzu Motors, Inc.
Customer Relations Department
2300 Pellisier Place
P.O. Box 995
Whittier, CA 90608
310-699-0500
Toll free: 800-255-6727

California, Alaska, Hawaii, Idaho (northern), Nevada, Oregon, Washington
Regional Customer Relations Manager
American Isuzu Motors, Inc.
One Autry Street
Irvine, CA 92718-2785
714-770-2626

Alabama, Florida, Georgia, Mississippi, North Carolina, South Carolina
Regional Customer Relations Manager
American Isuzu Motors, Inc.
Southeastern Region
205 Hembree Park Drive
P.O. Box 6250
Roswell, GA 30076
404-475-1995

Illinois, Indiana, Iowa, Michigan, Minnesota, Missouri (except Kansas City Metro Area), North Dakota, Ohio, Wisconsin, South Dakota, Nebraska
Regional Customer Relations Manager
American Isuzu Motors, Inc.
Central Region
695 Tollgate Road
Elgin, IL 60123
847-931-8050

Connecticut, Maine, Massachusetts, New Hampshire, New Jersey (north of Toms River), New York, Rhode Island, Vermont
Regional Customer Relations Manager
American Isuzu Motors, Inc.
Northeast Region
3 Stewart Court
P.O. Box 3015
Denville, NJ 07834
201-328-3000

Arizona, Arkansas, Kansas (Kansas City Metro Area), Louisiana, Nevada (southern), New Mexico, Oklahoma, Texas, Colorado, Wyoming, Utah, Montana, Idaho (southern), Missouri (Kansas City Metro area)
Regional Customer Relations Manager
American Isuzu Motors, Inc.
Southwest Region
1150 Isuzu Parkway
Grand Prairie, TX 75050
214-647-2911

New Jersey (south of Toms River), Pennsylvania, Maryland, Delaware, Kentucky, Tennessee, Virginia, West Virginia
Regional Customer Relations Manager
American Isuzu Motors, Inc.
1 Isuzu Way
Glen Burnie, MD 21061
410-761-2121

American Motors Corp.
see Chrysler Corp. Zone and Corporate Offices

American Suzuki Motor Corp.

American Suzuki Motor Corp.
P.O. Box 1100
Brea, CA 92822-1100
Attn: Customer Relations Department
714-996-7040, ext. 380 (motorcycles)
Toll free: 800-934-0934 (automotive only)

Audi of America, Inc.

Customer Relations—2F02
Audi of America, Inc.
3800 Hamlin Road
Auburn Hills, MI 48326
Toll free: 800-822-2834 (general assistance and customer relations)
Toll free: 800-955-5100 (replacement and repurchase assistance)

BMW of North America, Inc.

Corporate Office:
National Customer Relations Manager
BMW of North America, Inc.
P.O. Box 1227
Westwood, NJ 07675-1227
Toll free: 800-831-1117

Chrysler Corporation

Corporate Office:
Chrysler Customer Center
Chrysler Corp.
P.O. Box 21-8004
Auburn Hills, MI 48321-8004
Toll free: 800-992-1997
Toll free: 800-763-8422

Phoenix Zone Office
Customer Relations Manager
Chrysler Corp.
11811 N. Tatum Blvd., Suite 4025
Phoenix, AZ 85028-1627
602-494-6820

Los Angeles Zone Office
Customer Relations Manager
Chrysler Corp.
7700 Irvine Center Drive, 3rd Floor
Irvine, CA 92618-2924
714-450-5200
Toll free: 800-207-3025

San Francisco Zone Office
Customer Relations Manager
Chrysler Corp.
6150 Stoneridge Mall Road
Suite 200
P.O. Box 5009
Pleasanton, CA 94566-0509
Toll free: 800-987-9809

Denver Zone Office
Customer Relations Manager
Chrysler Corp.
12225 East 39th Avenue
Denver, CO 80239
303-373-8888

Orlando Zone Office
Customer Relations Manager
Chrysler Corp.
8000 South Orange Blossom Trail
Orlando, FL 32809
407-888-5430

Chicago Zone Office
Customer Relations Manager
Chrysler Corp.
650 Warrenville Road, Suite 502
Lisle, IL 60532
630-515-2450

Kansas City Zone Office
Customer Relations Manager
Chrysler Corp.
P.O. Box 25745
Overland Park, KS 66225-5745
913-469-3000

New Orleans Zone Office
Customer Relations Manager
Chrysler Corp.
One Galleria Blvd.
Metairie, LA 70004
504-833-4800

Washington, D.C. Zone Office
Customer Relations Manager
Chrysler Corp.
P.O. Box 1900
Bowie, MD 20717-1900
301-464-4000
Toll free: 800-763-8422

Minneapolis Zone Office
Customer Relations Manager
Chrysler Corp.
13005 Highway 55 (zip 55441)
Minneapolis, MN 55441-3805
612-553-2546

Syracuse Zone Office
Customer Relations Manager
Chrysler Corp.
5788 Widewaters Parkway
Dewitt, NY 13214-0603
315-445-6954

New York Zone Office
Customer Relations Manager
Chrysler Corp.
500 Route 303
Tappan, NY 10983-1592
914-578-2221

Portland Zone Office
Customer Relations Manager
Chrysler Corp.
10030 S.W. Allen Blvd.
Beaverton, OR 97005
503-526-5555

Philadelphia Zone Office
Customer Relations Manager
Chrysler Corp.
Valley Brook Corporate Center
101 Lindenwood Drive
Malvern, PA 19355-0725
610-251-2990

Pittsburgh Zone Office
Customer Relations Manager
Chrysler Corp.
Penn Center West 3, Suite 420
Pittsburgh, PA 15276-0198
412-788-7070

Memphis Zone Office
Customer Relations Manager
Chrysler Corp.
P.O. Box 18050
Memphis, TN 38181-0050
901-797-3870

Dallas Zone Office
Customer Relations Manager
Chrysler Corp.
P.O. Box 110162
Carrollton, TX 75011-0162
214-418-4600

Houston Zone Office
Customer Relations Manager
Chrysler Corp.
363 North Sam Houston Parkway East
Suite 590
Houston, TX 77060-2404
713-820-7067

Milwaukee Zone Office
Customer Relations Manager
Chrysler Corp.
20935 Swenson Drive
Suite 400
P.O. Box 1634
Waukesha, WI 53187-1634
414-798-3750

Daihatsu America, Inc.

4422 Corporate Center Drive
Los Alamitos, CA 90720
Toll free: 800-777-7070

Ferrari North America, Inc.

Corporate Office:
Umberto Masoni
Director of Service and Parts
Ferrari North America, Inc.
250 Sylvan Avenue
Englewood Cliffs, NJ 07632
201-816-2684

Ford Motor Co.

Customer Relations Manager
Ford Motor Co.
300 Renaissance Center
P.O. Box 43360
Detroit, MI 48243
Toll free: 800-392-3673 (all makes)
Toll free: 800-521-4140 (Lincoln and
Mercury only)
Toll free: 800-241-3673 (towing and dealer
location service)
TDD toll free: 800-232-5952

General Motors Corp.

Customer Assistance Center
Chevrolet/Geo Motor Division
General Motors Corp.
P.O. Box 7047
Troy, MI 48007-7047
Toll free: 800-222-1020
TDD toll free: 800-TDD-CHEV
Toll free: 800-243-8872 (roadside assis-
tance)

Customer Assistance Center
Pontiac Division
General Motors Corp.
One Pontiac Plaza
Pontiac, MI 48340-2952
Toll free: 800-762-2737
TDD toll free: 800-TDD-PONT

Customer Assistance Network
Oldsmobile Division
General Motors Corp.
P.O. Box 30095
Lansing, MI 48909-7595
Toll free: 800-442-6537
TDD toll free: 800-TDD-OLDS

Customer Assistance Center
Buick Motor Division
General Motors Corp.
902 East Hamilton Avenue
Flint, MI 48550
Toll free: 800-521-7300
TDD toll free: 800-832-8425

Consumer Assistance Center
Cadillac Motor Car Division
General Motors Corp.
P.O. Box 9025
Warren, MI 48090-9025
Toll free: 800-458-8006
TDD toll free: 800-TDD-CMCC

Consumer Assistance Center
GMC Truck Division
General Motors Corp.
31 Judson Street
Pontiac, MI 48342-2230
Toll free: 800-462-8782
TDD toll free: 800-462-8583

Saturn Assistance Center
Saturn Corp.
General Motors Corp.
100 Saturn Parkway
Spring Hill, TN 37174
Toll free: 800-553-6000
TDD toll free: 800-TDD-6000

Honda
see American Honda Motor
Co., Inc.

Hyundai Motor America

Consumer Affairs
Hyundai Motor America
10550 Talbert Avenue
P.O. Box 20850
Fountain Valley, CA 92728-0850
Toll free: 800-633-5151

Isuzu
see American Isuzu Motors,
Inc.

Jaguar Cars Inc.

U.S. National Headquarters:
Customer Relations Department
Jaguar Cars Inc.
555 MacArthur Boulevard
Mahwah, NJ 07430-2327
201-818-8500
Toll free: 800-452-4827

Jeep/Eagle Division of
Chrysler Corp.
see Chrysler Corp. Zone and
Corporate Offices

Kia Motor America, Inc.

Owner Relations Manager
6220 S. Orange Blossom Trail
Suite 209
Orlando, FL 32809
407-856-5000

Mazda Motor of America, Inc.

Corporate Headquarters:
Customer Relations Manager
Mazda Motor of America, Inc.
P.O. Box 19734
Irvine, CA 92713-9734
Toll free: 800-222-5500

Mercedes Benz of
North America, Inc.

Customer Assistance Center
1 Glenview Road
Montvale, NJ 07645
Toll free: 800-222-0100
Toll free: 800-367-6372 (800-FOR-MERC)

Mitsubishi Motor Sales
of America, Inc.

Corporate Office:
Attn.: Customer Relations
National Consumer Relations Manager
Mitsubishi Motor Sales
of America, Inc.
6400 West Katella Avenue
Cypress, CA 90630-0064
Toll free: 800-222-0037

Nissan Motor Corp. in USA**Nissan Motor Corp. in USA**

P.O. Box 191
Gardena, CA 90248-0191
Toll free: 800-647-7261 (all consumer inquiries)

Peugeot Motors of America, Inc.

William J. Atanasio
National Customer Relations Manager
Peugeot Motors of America, Inc.
P.O. Box 607
One Peugeot Plaza
Lyndhurst, NJ 07071-3498
201-935-8400
Toll free: 800-345-5549

Porsche Cars North America, Inc.

Manager, Owner Relations
Porsche Cars North America, Inc.
100 West Liberty Street
P.O. Box 30911
Reno, NV 89520-3911
800-545-8039

Saab Cars USA, Inc.

Customer Assistance Center
Saab Cars USA, Inc.
4405-A Saab Drive
P.O. Box 9000
Norcross, GA 30091
Toll free: 800-955-9007

Subaru of America, Inc.

National Customer Service Center
Subaru of America, Inc.
Subaru Plaza
P.O. Box 6000
Cherry Hill, NJ 08034-6000
Toll free: 800-782-2783

Hawaii
Schuman Carriage Co.
1234 S. Beretania Street
P.O. Box 2420
Honolulu, HI 96804
808-553-6211

Suzuki see American Suzuki Motor Corp.**Toyota Motor Sales, Inc.**

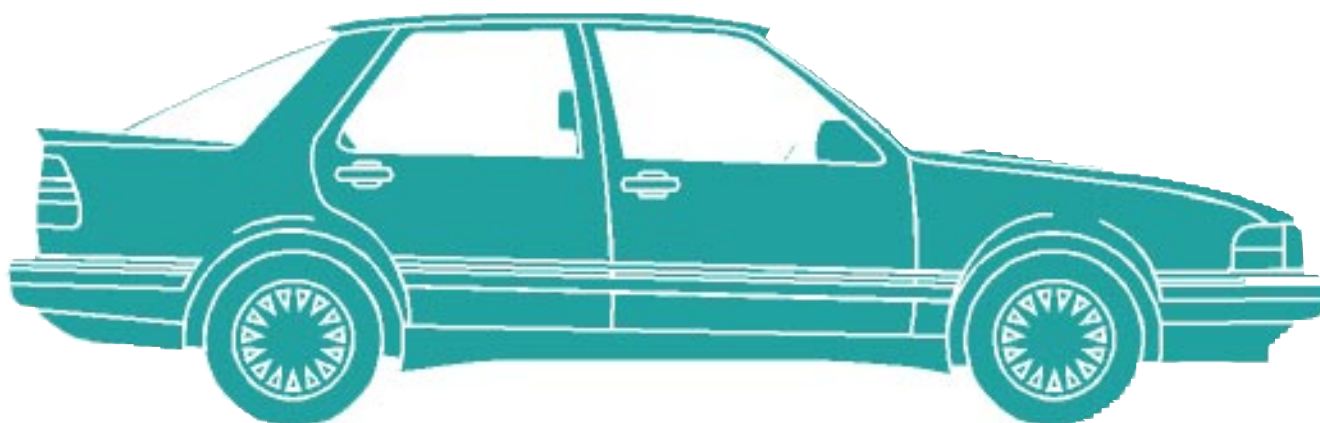
Customer Assistance Center
Toyota Motor Sales USA, Inc.
Department A102
19001 South Western Avenue
Torrance, CA 90509-2991
Toll free: 800-331-4331
TDD toll free: 800-443-4999
Fax: 310-618-7814

Volkswagen United States, Inc.

Customer Relations—2F02
Volkswagen United States, Inc.
3800 Hamlin Road
Auburn Hills, MI 48326
Toll free: 800-822-8987 (general assistance and customer relations)

Volvo Cars of North America

Corporate Office:
Customer Service
Volvo Cars of North America
P.O. Box 914
Rockleigh, NJ 07647-0914
201-767-4760
Toll free: 800-458-1552



Trade Associations' and Other Dispute Resolution Programs

Companies that manufacture similar products or offer similar services often belong to industry associations. These associations help resolve problems between their member companies and consumers. Depending on the industry, you might have to contact an association, service council or consumer action program.

If you have a problem with a company and cannot get it resolved with that firm, ask if the company is a member of an association. Then, check this section to see if the association is listed. If the name of the association is not included here, check with a local library.

This list includes the names and addresses of the associations' and other dispute resolution programs that handle consumer complaints for their members. In some cases, the

national organizations listed here can refer you to dispute resolution programs near you.

These programs are usually called alternative dispute resolution programs. Generally, there are three types: arbitration, conciliation and mediation. All three methods of dispute resolution vary. Ask for a copy of the rules of the program before you file your case. Generally, the decisions of the arbitrators are binding and must be accepted by both the customer and the business. However, in other forms of dispute resolution, only the business is required to accept the decision. In some programs, decisions are not binding on either party.

Remember, before contacting one of these programs, try to resolve the complaint with the company.

Accrediting Council for Independent Colleges and Schools (ACICS)

750 First Street, N.E., Suite 980
Washington, DC 20002
202-336-6780

Association of accredited career schools training in business and business-related subjects.

Joan McNeal, Director
Member and Industry Relations

American Apparel Manufacturers Association

2500 Wilson Boulevard, Suite 301
Arlington, VA 22201
703-524-1864

Membership: Manufacturers of clothing.

Toni L. Griffin
Director of Public Relations

American Arbitration Association

140 West 51st Street
New York, NY 10020-1203
212-484-4006

A non-profit public service organization with 37 regional offices across the country. Provides consumer information on request. Check local telephone directory for listing. If there is no office in your area, write or call the office listed above.

American Bar Association

Section on Dispute Resolution
740 15th Street, N.W.
Washington, DC 20005
202-662-1680

Publishes a directory of state and local alternative dispute resolution programs. Provides consumer information on request.

Gary Rippentrop, CEO

American Collectors Association

P.O. Box 39106
Minneapolis, MN 55439-0106
612-926-6547

Membership: Collection services handling overdue accounts for retail professional and commercial credit grantors.

American Council of Life Insurance

1001 Pennsylvania Avenue, N.W.
Suite 500 South
Washington, DC 20004-2599
202-624-2000

Membership: Legal reserve life insurance companies authorized to do business in the United States.

American Health Care Association

1201 L Street, N.W.
Washington, DC 20005-4014
202-842-4444

Toll free: 800-321-0343 (publications only)
Membership: State associations of long-term health care facilities. Also, associate business membership program for health related businesses.

Herbert A. Finkston, Director
Professional Ethics Division

American Institute of Certified Public Accountants

Harborside Financial Center
201 Plaza III
Jersey City, NJ 07311-3881
201-938-3175

Membership: Professional organization of accountants certified by the states and territories.

American Orthotic and Prosthetic Association

1650 King Street, Suite 500
Alexandria, VA 22314-1885
703-836-7116

Represents member companies that custom fit or manufacture components for patients with prostheses or orthoses.

Ray Greenly, Vice President
Consumer Affairs

American Society of Travel Agents, Inc.

1101 King Street, Suite 200
Alexandria, VA 22314
703-739-2782

Membership: Travel agents.

Gail A. Raiman, Director
Communications Division

American Textile Manufacturers Institute

1130 Connecticut Avenue, N.W., Suite 1200
Washington, DC 20006
202-862-0552

Membership: Textile plants which produce a variety of textile products, including fabrics for apparel and home furnishings and industrial fabrics.

Automotive Consumer Action Program (AUTOCAP)

8400 Westpark Drive
McLean, VA 22102
703-821-7144

Third-party dispute resolution program administered through the National Automobile Dealers Association. Consumer information available on request.

BBB AUTO LINE Council of Better Business Bureaus, Inc.

4200 Wilson Boulevard, Suite 800
Arlington, VA 22203-1804
Toll free: 800-955-5100

Third-party dispute resolution program for automobile manufacturers.

Better Hearing Institute (BHI)

P.O. Box 1840
Washington, DC 20013
703-642-0580

Toll free: 800-EAR-WELL

A non-profit educational organization, BHI informs persons with impaired hearing and the general public about hearing loss and available help through medicine, surgery, amplification and other rehabilitation.

Membership: professionals and others who help persons with impaired hearing.

Consumer Affairs

Blue Cross and Blue Shield Association

1310 G Street, N.W., 12th Floor
Washington, DC 20005
202-626-4780

Membership: Local Blue Cross and Blue Shield plans in the United States, Canada and Jamaica.

Caroline C. Ajootian
Director, Consumer Protection Bureau
Boat Owners Association of The United States Boat/U.S.
880 South Pickett Street
Alexandria, VA 22304-0730
703-823-9550
The Consumer Protection Bureau serves as a mediator in disputes between boat owners and the marine industry. BOAT/U.S. also works closely with the U.S. Coast Guard to monitor safety defect problems.

Career College Association (CCA)

750 First Street, N.E., Suite 900
Washington, DC 20002
202-336-6700
Membership: Proprietary and trade institutions.

Kathryn Wise
Director of Public Relations
Carpet and Rug Institute
Box 2048

Dalton, GA 30722
Toll free: 800-882-8846
Membership: Manufacturers of carpets, rugs, bath mats; suppliers of raw materials and services to the industry.

Robert M. Fells, Assistant Secretary
Cemetery Consumer Service Council

P.O. Box 2028
Reston, VA 20195-0028
703-391-8407
Industry-sponsored dispute resolution program. Other consumer information about cemetery practices and rules available on request.

Children's Advertising Review Unit (CARU)

Council of Better Business Bureaus, Inc.
845 Third Avenue
New York, NY 10022
212-705-0124
Website: www.bbb.org
Handles consumer complaints about truth and accuracy of advertising directed to children under 12 years of age.

Chrysler Corporation

Chrysler Customer Center
P.O. Box 21-8004
Auburn Hills, MI 48321-8004
Toll free: 800-992-1997

Credit Union National Association (CUNA)

5710 Mineral Point Road
Madison, WI 53705
608-231-4000
Toll free: 800-356-9655
Toll free: 800-358-5710 (to find out if you are eligible to join a credit union)
Website: www.cuna.org (for consumer information and information about credit unions)
Serves more than 90% of credit unions through credit union leagues in all 50 states and the District of Columbia. Credit unions are cooperative non-profit financial institutions owned and controlled by members; they belong to credit union leagues, which belong to CUNA.

Direct Marketing Association (DMA)

1111 19th Street, N.W., Suite 1100
Washington, DC 20036
(written complaints only)
Membership: Members who market goods and services directly to consumers using direct mail, catalogs, telemarketing, magazine and newspaper ads, and broadcast advertising.

DMA operates the Mail Order Action Line, Mail Preference Service and Telephone Preference Service.

For problems with a mail order company, write:

Mail Order Action Line
1111 19th Street, N.W., Suite 1100
Washington, DC 20036

To remove your name and home address from national mailing lists, write:

Mail Preference Service
P.O. Box 9008
Farmingdale, NY 11735-9008

To remove your name from telephone solicitation lists, write:

Telephone Preference Service
P.O. Box 9014
Farmingdale, NY 11735-9014

William Rogal
Code Administrator
Direct Selling Association

1666 K Street, N.W., Suite 1010
Washington, DC 20006-2387
202-293-5760
Membership: Manufacturers and distributors selling consumer products door-to-door and through home-party plans.

Cindy Donahue
Assistant to Executive Director
Distance Education and Training Council
1601 18th Street, N.W.
Washington, DC 20009
202-234-5100
Membership: Home study (correspondence) schools.

Ford Dispute Settlement Board
P.O. Box 5120
Southfield, MI 48086-5120
Toll free: 800-392-3673

Carole M. Rogin, President
Hearing Industries Association
515 King Street, Suite 420
Alexandria, VA 22314
703-684-5744
Membership: Companies engaged in the manufacture and/or sale of hearing aids, their components, parts, and related products and services.

Jeanne Salvatore
Director, Public Relations & Consumer Affairs

Insurance Information Institute

110 William Street
New York, NY 10038
Toll free: 800-942-4242
National Insurance Consumer Helpline is a resource for consumers with automobile, homeowners and life insurance questions. The Helpline is open Monday through Friday from 8 a.m. to 8 p.m., eastern time.

National Headquarters
International Association for Financial Planning (IAFP)

5775 Glenridge Drive, N.E., Suite B-300
Atlanta, GA 30328-5364
404-845-0011
Membership: Individuals involved in financial planning.

Major Appliance Consumer Action Program (MACAP)

20 North Wacker Drive, Suite 1500
Chicago, IL 60606
312-984-5858
Third-party dispute resolution program of the major appliance industry.

Greg Patzer
Executive Vice President
Monument Builders of North America

3158 South River Road, Suite 224
Des Plaines, IL 60018
708-803-8800
Membership: Cemetery monument retailers, manufacturers and wholesalers; bronze manufacturers and suppliers. Consumer brochures available on request.

Shirlene Datcher
Media Relations Coordinator/Consumer Affairs

Mortgage Bankers Association of America

1125 15th Street, N.W., 7th Floor
Washington, DC 20005
202-861-6565
Membership: Mortgage banking firms, commercial banks, life insurance companies, title companies, and savings and loan associations.

National Advertising Division (NAD)

A Division of the Council of Better Business Bureaus, Inc.
845 Third Avenue
New York, NY 10022
212-754-1320
Handles consumer complaints about the truth and accuracy of national advertising.

William Young, Director
Consumer Affairs/Public Liaison

National Association of Home Builders

1201 15th Street, N.W.
Washington, DC 20005
202-822-0409
Toll free: 800-368-5242 (outside DC)
Membership: Single and multi-family home builders, commercial builders and others associated with the building industry.

Diane Callis, President

National Association of Personnel Services (NAPS)

3133 Mt. Vernon Avenue
Alexandria, VA 22305
703-684-0180
Membership: Private employment agencies.

David L. Fox
Director of Public Relations
Ted Besesparis
Public Relations Associate

National Association of Professional Insurance Agents

400 North Washington Street
Alexandria, VA 22314
703-836-9340
Provides consumers practical advice on personal insurance buying through its national outreach program.

Arbitration and Mediation Department

National Association of Securities Dealers, Inc.

33 Whitehall Street, 8th Floor
New York, NY 10004
212-858-4400
Third-party dispute resolution for complaints about over-the-counter stocks and corporate bonds.

Brian Folkerts, Director
Government Affairs and Communications

National Food Processors Association

1401 New York Avenue, N.W.
Washington, DC 20005
202-639-5939
Membership: Commercial packers of such food products as fruit, vegetables, meat, poultry, seafood, and canned, frozen, dehydrated, pickled and other preserved food items.

Laura M. Oatney
Director, Public Affairs & Education

National Futures Association

200 West Madison Street
Chicago, IL 60606-3447
312-781-1370
Toll free: 800-621-3570 (outside IL)
Membership: Futures commission merchants; commodity trading advisers; commodity pool operators; and introducing brokers and associated individuals.

National Tire Dealers and Retreaders Association (NTDRA)

1250 I Street, N.W., Suite 400
Washington, DC 20005
202-789-2300
Toll free: 800-876-8372
Membership: Independent tire dealers and retreaders.

Department of Public Relations

National Turkey Federation

1225 New York Avenue, N.W., Suite 400
Washington, DC 20005
202-898-0100
Membership: Turkey growers, turkey hatcheries, turkey breeders, processors, marketers, and allied industry firms and poultry distributors.

Craig Halverson
Assistant Executive Director

Photo Marketing Association

3000 Picture Place
Jackson, MI 49201
(written complaints only)
Membership: Retailers of photo equipment, film and supplies; firms developing and printing film.

Jane Meyer
Director of Consumer Education

The Soap and Detergent Association

475 Park Avenue South
New York, NY 10016
212-725-1262
Membership: Manufacturers of soap, detergents, fatty acids and glycerine; raw materials suppliers.

Tele-Consumer Hotline

901 15th Street, N.W., Suite 230
Washington, D.C. 20005
Toll free: 800-332-1124
Voice/TDD: (800) 347-7208
Provides information on special telephone products and services for persons with disabilities, selecting a long distance company, money saving tips for people on low income, reducing unsolicited phone calls, telemarketing fraud, dealing with the phone company, pay phones and other issues. All telephone assistance and publications are free of charge, and Spanish-speaking counselors are available.

Marisa Cascio-Gordon
Communications Associate

Toy Manufacturers of America

200 Fifth Avenue, Room 740
New York, NY 10010
212-675-1141
Membership: American toy manufacturers.

Robert E. Whitley, President

U.S. Tour Operators Association (USTOA)

211 East 51st Street, Suite 12-B
New York, NY 10022
212-750-7371
Membership: Wholesale tour operators, common carriers, suppliers and providers of travel services.